



Service Bulletin

Bulletin No.: 16-NA-361

Date: October, 2023

INFORMATION

Subject: Information on Transmission Harsh 1-2 Shift Upon First Start Up/Shift of the Day Under Light Throttle

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission: (Automatic)		
		from	to	from	to				
Cadillac	ATS	2016	2019				8L45 (M5N) 8L90 (M5X, MQE)		
	CTS Models								
	CT6	2016	2020						
	CT4	2020	2024						
	Escalade Models	2015	2017				8L90 (M5U, MQE)		
Chevrolet	Camaro	2016	2024				8L45 (M5T) 8L90 (M5U, M5X, MQE)		
	Colorado (VIN S, T)	2017	2024						
	Corvette	2015	2019						
	Express	2017	2024						
	Silverado	2015	2018						
	Silverado LD	2019	2019						
	Silverado 1500 (New Model)	2019	2021						
	Silverado 1500 LTD (RPO J21, 12th VIN Digit = 4 or less)	2022	2022					—	—
	Silverado 1500 New (RPO J22, 12th VIN Digit = 5 or greater)								
Silverado 1500	2023	2024							
GMC	Canyon	2017	2024				8L45 (M5T) 8L90 (M5U, M5X, MQE)		
	Savana								
	Sierra	2015	2018						
	Sierra Limited	2019	2019						
	Sierra 1500 (New Model)	2019	2021						
	Sierra 1500 Limited (RPO J21, 12th VIN Digit = 4 or less)	2022	2022						
	Sierra 1500 New (RPO J22, 12th VIN Digit = 5 or greater)								
	Sierra 1500	2023	2024						
Yukon Models	2015	2017	8L90 (M5U, MQE)						

Involved Region or Country	North America, Argentina, Brazil, Chile, Colombia, Ecuador, Peru, Europe, Middle East, Israel, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand, Philippines
Condition	Some customers may comment that the transmission exhibits a harsh 1-2 shift on the first shift of the day, typically under light throttle.
Cause	This condition is due to the initial clutch fill time of the 2-3-4-6-8 (C4) clutch.
Information	Some customers may experience a flare condition on the first 1-2 shift of the day or after the vehicle has been parked for several hours. The condition may have developed after the replacement of a complete transmission assembly or the replacement of the stator support to correct a delayed engagement condition. This is most likely to occur under light throttle conditions. Subsequent 1-2 shifts have acceptable shift feel. Replacing transmission components will not correct the condition.
Correction	Important: Replacing transmission components or complete assemblies will not improve the condition. The first 1-2 shift of the day may be harsh. The customers' vehicle should be compared to a like vehicle under the same driving conditions. Do Not replace any parts for this condition. Note: This condition will not impact the designed performance or reliability of the vehicle.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following Labor Operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8481038*	Confirmation Verification of First 1-2 Shift of the Day	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	9
Modified	<p>Revised November 18, 2016 – Revised the Cause section.</p> <p>Revised April 06, 2017 – Added models and revised the Condition, Cause and Correction sections.</p> <p>Revised July 20, 2017 – Updated Model section.</p> <p>Revised May 21, 2018 – Updated Model section.</p> <p>Revised October 08, 2019 – Added 2020 CT4 and updated models to 2020.</p> <p>Revised August 10, 2020 – Added 2021 to Model Year and added Warranty Information section.</p> <p>Revised January 26, 2022 – Added the 2022 Model Year and updated the Involved Region or Country section.</p> <p>Revised October 19, 2023 – Added the 2023-2024 Model Years to certain models and the Important statement above Warranty Information.</p>

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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