



Bulletin No.: PIP5987

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Preliminary Information

PIP5987 Information on Obtaining Data on Generation II 8 speed Rear Wheel Drive transmissions for Hard/Harsh Transmission Shifts or Flares

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Chevrolet	Silverado	2024	All All	All	MFC
Chevrolet	Colorado	2023 - 2024	All All	All	MFC
GMC	Sierra	2024	All All	All	MFC
GMC	Canyon	2023 - 2024	All All	All	MFC

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Involved Region or Country:	North America
Condition:	Some Customers may comment on Hard/harsh shifts or flaring from the transmission.
Cause	This may be caused by a software anomaly or internal fault inside the transmission.

Correction:

Some Customers May comment on hard/harsh shifting or flaring from the transmission when shifting.

This concern may be present with or without DTC'S.

If this concern is found, and can be replicated Engineering is looking for data to aid in root cause diagnostics.

Technicians should drive the vehicle and obtain a book marked GDS2 Session log of the concern.

Use the Automatic Transmission Data list under Automatic Transmission to get this Data.

Once the book marked Session log has been obtained please create a TAC case using DCM and attach the session logs to the case following [PIP5632H](#).

Once the case has been started and the session logs attached to the case, the vehicle may be returned to the customer.

This PI will be updated once a repair becomes available.

Please let the customer know that per engineering, even though the shifts are unpleasant there is no damage that will occur to the transmission and the vehicle is safe to drive.

Warranty Information


For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2887728	Road test vehicle to verify concern and use GDS2 to capture session	.5 Hr.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Version History

Version	1
Modified	06/13/2024 - Created on.

 GM Global Brands

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