



# Service Bulletin

Bulletin No.: 20-NA-142

Date: October, 2020

## TECHNICAL

**Subject: Shudder/Surging While Driving**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express	2015	2020				MYC, MYD
	Suburban						
	Silverado						
	Silverado LD	2019	2019				
	Silverado 2500/3500						
	Silverado 1500 (New Model)						
GMC	Savana	2015	2020				MYC, MYD
	Sierra						
	Sierra Limited	2019	2019				
	Sierra 2500/3500						
	Sierra 1500 (New Model)	2019	2020				
	Yukon						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment that a surging condition is felt when driving. Some technicians may find during diagnosis or performing PIP5504F, may identify the surging as a torque converter shudder.
<b>Cause</b>	This condition may be caused by additives in the transmission fluid may have been depleted during vehicle operation. – Some of these additives assisted with regulating a consistent slip rate of the clutches.
<b>Correction</b>	<ol style="list-style-type: none"> <li>1. Raise the vehicle.</li> <li>2. Remove the transmission pan.</li> </ol>



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- If metallic debris is present remove transmission and replace torque converter, replace filter. Refer to *Torque Converter Replacement* in SI.
- If metallic debris is not present replace the transmission filter, reinstall transmission oil pan and perform the steps in the Service Procedure below.

## Service Procedure

1. From the DT-52263 Transmission Fluid Exchange Kit, remove cooler lines and install DT-52263-1 Block Assembly.
2. Put drain hose into GE-47716-2 Graduated Bucket.
3. Lower the vehicle.
4. Through dipstick tube add 6 quarts of DEX6 transmission fluid.
5. Start the engine and run 4 quarts into GE-47716-2 Graduated Bucket, then shut vehicle off.
6. Add 4 quarts Dex6 through dipstick tube.
7. Start the engine and run 4 quarts into GE-47716-2 Graduated Bucket, then shut vehicle off (dump fluid out of bucket as necessary).
8. Add 4 quarts Dex6 through dipstick tube.
9. Raise the vehicle, remove the block assembly and reinstall the cooler lines.
10. Lower the vehicle.
11. Add correct amount of DEX6 transmission fluid (approx. 4 quarts) to the system.

## Parts Information

Causal Part	Description	Part Number	Qty
N/A	Drum, 55 Gallon (U.S.)	19420008	Refer to EPC
N/A	Drum, 208 Liter (Canada)	88861754	
N/A	3 - 4.73 Liter Containers (Canada)	19420143	
N/A	6 - 1 Liter Containers (Canada)	19420142	
N/A	1 Qt (U.S.)	19420007	
N/A	Kit, Filter	24236933	

## 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
8481018*	Automatic Transmission Fluid, Fluid Pan and/or Filter Replacement	1.8 hr
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	4
<b>Modified</b>	Release July 06, 2020 Revised July 20, 2020 - Update Parts Information Section. Revised September 08, 2020 - Removed the 1 gallon p/n 88865765 from the Parts Information section. Revised October 15, 2020 - Added 2020 to Model Year.

