

**Subject:** Engineering Information - Transmission Performance Issues without a Current or History DTC and Unable to Duplicate the Customer Concern (CCND)

*This EI has been revised to update the Subject Condition and Contact Information. Please discard PIE0583.*

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500/3500 HD	2020	2020	-	-	Equipped with 6.6L Engine (RPO L5P)	Equipped with 10 SPD Transmission (RPOs MGM, MGU)
GMC	Sierra 2500/3500 HD						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p><b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on one or more of the following transmission performance conditions. After evaluation you may find the Customer Concern Not Duplicated (CCND).</p> <ul style="list-style-type: none"> <li>• Shifting early</li> <li>• Shifting late</li> <li>• Harsh shift</li> <li>• Slipping</li> <li>• Transmission Noise</li> </ul>
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

## Correction

If you encounter a vehicle with the above concern, complete the survey below and contact one of the engineers listed below as General Motors Engineering is attempting to collect transmission related Customer Concern Not Duplicated (CCND) data in an effort to improve vehicle quality and the ownership experience.

Check all that apply:

1. Driving Mode when issue occurs (Check all that apply)
    - Tow Haul
    - Manual
  2. Exhaust Brake Active (HD Only) (Check one)
    - Yes
    - No
  3. Does issue occur when towing or loaded only (Check one)
    - Yes
    - No
- 3.1. If Yes, estimated trailer / load weight (lbs) If Yes, estimated trailer / load weight (lbs) (Check all that apply)
- 0 - 1000
  - 1000 - 3000
  - 3000 - 6000

6000 - 10000

10000+

4. Shift Type (Check all that apply)

Range Change

Upshift

Downshift

5. Pedal position (Check all that apply)

Off

Light

Medium

Heavy

5.1. If on pedal, Accelerator Pedal Rate (Check all that apply)

Steady

Increasing

Decreasing

5.1. If off pedal, Brake Pedal position (Check all that apply)

Light

Moderate

Heavy

6. Cruise Control Active (Check one)

Yes

No

7. If Noise, please identify (Check all that apply)

Whine

Rattle

Groan

Buzz

Clunk

Slam

8. If Issue occurs outside of shift please identify (Check all that apply)

Surge

Shudder

Vibration

Bump

Tie Up

Flare / Slipping

9. If Shift Complaint, please identify (Check all that apply)

Harsh

Delayed

Shifts Early

Shifts Late

Shifts to Wrong Gear

Shifts to Wrong Range

10. Complaint Upshift (Check all that apply)

12

23

34

45

56

67

78

89

- 910
- Other
- Unkown

**11. Complaint Downshift (Check all that apply)**

- 109
- 98
- 87
- 76
- 65
- 54
- 43
- 32
- 21
- Other
- Unkown

**12. Complaint Range Change (Check all that apply)**

- Key Up
- Park to Drive
- Park to Reverse
- Reverse to Drive
- Drive to Reverse
- Drive to Park
- Reverse to Park
- Key Off

**13. Vehicle Speed Range (MPH) (Check all that apply)**

- 0-10
- 10-20
- 20-30
- 30-40
- 40-50
- 50-60
- 60-70
- 60-70

**14. Engine RPM Range (Check all that apply)**

- 0-500
- 500-1000
- 1000-1500
- 1500-2000
- 2000-3000
- 3000-4000
- 4000+

**15. Time Since Startup (Minutes) (Check all that apply)**

- 0-2
- 2-5
- 5-10
- 10-20
- 20+

**16. Time Since Last Key Down (Hours) (Check all that apply)**

- 0-1
- 1-3
- 3-6
- 6-12
- 12+

17. Frequency of issue during drive cycle (Check one)

- Less than once
- Once
- Multiple
- Frequent

18. Is issue still occurring (Check one)

- Yes
- No

18.1. If no, mileage when issue stopped

\_\_\_\_\_

## Contact Information

The Contact Information has been redacted.

The preferable method of contact is email. Please include the following information when emailing:

- Technician name and phone number
- Dealer name
- Complete VIN and repair order (R.O) number
- Mileage
- Completed Survey
- Any Current or History DTC's
- Any recorded GDS sessions that may have been captured.

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
8481078*	Engineering Information - Early, Late, Harsh and/or Slip Type Transmission Performance	0.3 hr

\* This is a unique labor operation for bulletin use only.

<b>Version</b>	2
<b>Modified</b>	Released September 09, 2020 Revised October 01, 2020 – Revised to update the Subject, Condition and Contact Information.