



Service Bulletin

Bulletin No.: 18-NA-091

Date: May, 2021

TECHNICAL

Subject: Slight Shudder Felt During Gear Shift at Slow Speeds Below 64 km/h (40 mp/h) with Light Throttle Application

This bulletin replaces PIP5546C and it should be discarded.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2018	SOP	EOP	-	Equipped with TRANSMISSION-AUTO 9 SPD, 9T65, GEN (RPOs M3W, M3V)
Chevrolet	Traverse						

Involved Region or Country	North America, Russia, Middle East, Israel, Palestine, Chile, Columbia, Peru and Africa.
Condition	Some customers may comment on a slight shudder felt during gear shift at slow speeds below 64 km/h (40 mp/h) with light throttle application.
Cause	This condition may be caused by possible torque converter clutch (TCC) shudder on re-apply after a shift.
Correction	<p>If confirmed to be a TCC shudder while monitoring TCC slip speed during the concern, or the concern goes away when TCC is commanded on with the scan tool and the concern is present at 64 km/h (40 mp/h) or below during the gear shift, reprogram the Transmission Control Module (TCM) with the latest calibrations including following the procedure in SI that requires to perform Service Fast Learn (SFL) after programming TCM. Also, drain and refill the transmission using DEXRON VI as per SI.</p> <p>Important: A minimum of 200 miles (322 km) needs to be driven after the drain and fill to confirm the repair.</p> <p>Note: If the shudder occurs above 64 km/h (40 mp/h) or with the TCC commanded on TSB 17-NA-317 should be reviewed.</p>

Service Procedure

Refer to Transmission Control Module: Programming and Setup and Transmission Fluid Drain and Fill in SI.

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
8480738*	Update TCM with the Latest Software and Flush and Fill the Transmission Fluid	1.3 hrs.

*This is a unique Labor Operation for Bulletin use only.

Version	4
Modified	Released March 23, 2018 Revised July 17, 2018 – Updated the Breakpoint and Correction Revised August 09, 2018 – Updated the Breakpoint. Revised May 24, 2021 – Updated the Warranty Information.

