

**Subject:** Engineering Information – Engine Coolant Reservoir Being Overfilled with Discolored Coolant, Shudder, Shake, Vibration, Harsh Shift, Delayed Shift and/or Slipping Transmission Performance

**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 the latest version of 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		
Cadillac	CT4	2020	2022	—	—	LSY	MHS, M5N
	CT5						
	CT6	2019	2020			MHS	
	Escalade Models	2021	2022			LM2	MQC
Chevrolet	Silverado 1500 (New Model)	2019	2019			LM2, L3B	MQE, MQB, MQC
	Silverado 1500	2020	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)						
	Suburban	2021				LM2	MQC
	Tahoe						
GMC	Sierra 1500 (New Model)	2019	2019			LM2, L3B	MQE, MQB, MQC
	Sierra 1500	2020	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)						
	Yukon Models	2021				LM2	MQC

<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 having one of the following conditions:</p> <ul style="list-style-type: none"> <li>• Engine coolant reservoir being overfilled/underfilled with discolored coolant and poor transmission performance with any of the following symptoms: shudder, shake, vibration, harsh shift, delayed shift or slip</li> <li>• Engine coolant or transmission fluid leak under the vehicle. There may or may not be any engine or transmission performance issues report beside the external leak.</li> </ul>
<b>Cause</b>	<p>These conditions may be caused by:</p> <ul style="list-style-type: none"> <li>• <b>Internal Leak:</b> The Automatic Transmission Heat Exchanger may be experiencing an internal leak allowing engine coolant and automatic transmission fluid to intermix.</li> <li>• <b>External Leak:</b> The Automatic Transmission Heat Exchanger may be experiencing an external and internal leak allowing engine coolant and transmission fluid to intermix.</li> </ul>

## Correction

If you encounter a vehicle with the above concern, inspect the engine coolant reservoir for possible engine coolant and automatic transmission fluid intermixing. If intermixing is suspected, the transmission fluid should be checked for evidence of glycol before contacting engineering. Refer to latest version of Service Bulletin # 08-07-30-035 (*Information on Water or Ethylene Glycol in Transmission Fluid*) in SI.

## Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

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
8486108*	Engineering Information - Shake, Vibration, Harsh Shift, Delayed Shift, Slipping Transmission Performance	0.3 hr

\*This is a unique Labor Operation for bulletin use only.

<b>Version</b>	1
<b>Modified</b>	Released January 24, 2022