



# Service Bulletin

Bulletin No.: 23-NA-038

Date: March, 2023

## TECHNICAL

**Subject: Harsh and/or Erratic Shifts After Over The Air (OTA) Update was Performed**

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2023	2023	February 1	February 24		M5N
Chevrolet	Silverado 1500			January 27 (Fort Wayne - Z)	February 20 (Fort Wayne - Z)		MQE
GMC	Sierra 1500			January 27 (Oshawa - 1)	February 20 (Oshawa - 1)		
				January 31 (Silao - G)	February 20 (Silao - G)		

<b>Involved Region or Country</b>	North America, Europe, Uzbekistan, Middle East, Israel, Palestine, Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Japan, Cadillac Korea (South Korea)
<b>Condition</b>	Some customers may comment that after performing the OTA update, the transmission shifts harsh and/or erratic. <b>Note:</b> The harsh and/or erratic shifting should occur within 1-2 days after the OTA event.
<b>Cause</b>	This condition may be caused by the OTA update resetting the transmission shift adapts.
<b>Correction</b>	Perform the Transmission Service Fast Learn (SFL) following Techline Connect On Screen Instructions to reset the transmission adapt values. After completing the SFL procedure, the vehicle should be driven to evaluate shift quality. – Use TSB 16-NA-019 as a guide to learn any shift that remains harsh or erratic after the SFL to improve shift quality before returning the vehicle back to the customer.

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

### Service Procedure

Refer to *Transmission Service Fast Learn Procedure* in the Service Manual.

### Parts Information

No parts are required for this repair.

## 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
8486278*	Perform Transmission Service Fast Learn (SFL) After The Over Air (OTA) Update	Use Actual Clock Time
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released March 08, 2023 Revised March 21, 2023 - Update Information in the Correction section and Update the Labor Time Information in the Warranty Information section.

