



Service Bulletin

Bulletin No.: 23-NA-153

Date: September, 2023

INFORMATION

Subject: Information on Sag or Hesitation on Acceleration

This bulletin replaces PIP4112S. Please discard PIP4112S.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks	2000	2024	—	—	—	—
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	North America, Europe
Condition	<p>Some customers may comment on a sag or hesitation when accelerating under the following conditions:</p> <ul style="list-style-type: none"> • When coasting at low speeds of less than 24 km/h (15 mph) with a closed throttle and then aggressively applying the throttle. – Examples of this maneuver include a rolling stop or a lane change maneuver. In this type of maneuver, even though the accelerator is applied aggressively, the throttle blade is opened slowly for up to 0.7 seconds to help minimize driveline lash and clunking. – Also, in a vehicle equipped with an automatic transmission when making a hard, complete stop with a closed throttle, immediately followed by an aggressive throttle opening, the transmission downshifts may not be completed by the time the throttle is opened. – As a result, approximately 0.5 seconds of "zero" torque may be commanded to allow the shift to first gear to occur. <p>Customers may also comment on a sag or hesitation while cruising at highway speeds and then aggressively increasing the throttle, forcing a down-shift.</p> <p>⇒ This type of driving maneuver may result in approximately 0.5 seconds of "zero" torque being commanded to allow the downshift to complete.</p>
Correction	All of the above conditions are a result of Torque Management, and all of these conditions should be considered normal. No repairs should be attempted.

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.

Version	1
Modified	Released September 01, 2023

