



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-097

Date: April, 2018

TECHNICAL

Subject: Vehicle Will Not Shift Out of Park, Stuck in Gear or Tie Up Feeling on 1-2 Shift, Will Not Shift into Park or Reverse, PRNDL May Blink with Possible DTC P187D, P2731 or U0100

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave LaCrosse	2018	2018			All	Automatic Transmission with Electronic Transmission Range Select (ETRS) (M3W, M3G, M3H or M3U)
GMC	Terrain	2018	2018				

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Automatic Transmission with Electronic Transmission Range Select (ETRS) (M3W, M3G, M3H or M3U)
Condition	Some customers may comment on one or more of the following conditions: • The vehicle will not shift out of Park with Malfunction Indicator Lamp (MIL) with DTC P187D. • Transmission only has 1st gear and Reverse and will not upshift, vehicle will not go above 25 mph (40 km/h), after the 1-2 shift it feels like a momentary tie up, and intermittent Malfunction Indicator Lamp (MIL) on with DTC P2731. • Intermittent Electronic Transmission Range Select (ETRS) system may not go into Park or Reverse if selected, PRNDL may Blink "R" or go blank, Service Transmission message on the IPC, Malfunction Indicator Lamp (MIL) on DTC U0100.
Correction	If SI diagnostics do not lead to a resolution, update the Transmission Control Module (TCM) with the latest calibration.

Service Procedure

Important: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the EL-49642 SPS Programming Support Tool (GM Dealer Equipment Item #PSC-550) to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

If you encounter a vehicle with the above concern, reprogram the Transmission Control Module (TCM) with the latest calibrations. Refer to *Transmission Control Module: Programming and Setup* in SI.

Important: SI procedure requires to perform Service Fast Learn (SFL) after programming TCM.

Parts Information

No parts needed for this condition.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810175	Transmission Control Module Reprogramming with SPS	Use Published Labor Operation Time

Version	1
Modified	Released April 3, 2018

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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