



# Preliminary Information

## PIP5557C Intermittently Vehicle May Not Go Above 30 MPH Stuck In 2nd Gear Will Not Upshift MIL On DTC P2821 Set

### Models

| Brand:    | Model:   | Model Years: | VIN: |     | Engine: | Transmissions: |
|-----------|----------|--------------|------|-----|---------|----------------|
|           |          |              | from | to  |         |                |
| Chevrolet | Cruze    | 2018         | ALL  | ALL | ALL     | M3D            |
| Chevrolet | Equinox  | 2018         | ALL  | ALL | ALL     | M3D M3H M3U    |
| Chevrolet | Malibu   | 2018         | ALL  | ALL | ALL     | M3E            |
| Chevrolet | Traverse | 2018         | ALL  | ALL | ALL     | M3V            |

|                            |                                                                                                                                                                  |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Involved Region or Country | North America                                                                                                                                                    |
| Condition                  | Some customers may comment that intermittently the vehicle may not go above 30 mph, may be stuck in 2nd gear, will not upshift, MIL is on, and/or DTC P2821 set. |
| Cause                      | If you encounter a vehicle with the above concern, perform the diagnostic procedure for the DTCs set in SI.                                                      |

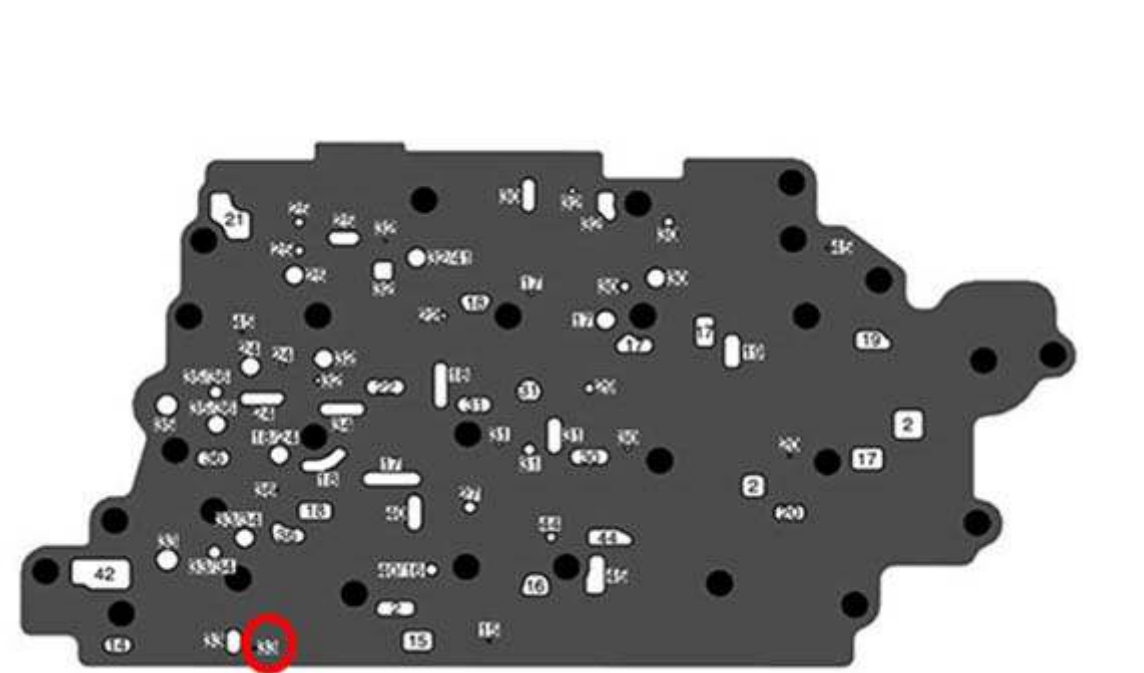
### Correction:

If the diagnostics procedures have found no conditions that set the codes, inspect the Control Valve Body spacer plate Orifice #33 for blockage.

**Note :** This spacer plate is between the trans assembly case and the valve body assembly, item #456, using SI #4368440.

If the orifice is blocked, replace the spacer plate with a new one.

**Note :** If the spacer plate is to be replaced, refer to TSB 18-NA-121 as the spacer plate and TCM update as per the TSB must be performed at the same time.



**NOTE:** Since the hole is only 0.5 mm in diameter the best way to inspect is to shine a light

from behind the spacer plate and look for the light through the hole.

P/I will be updated or advanced to a TSB, as needed.

Version History

|          |                                                                                                                                                                                                                                      |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Version  | 4                                                                                                                                                                                                                                    |
| Modified | Created on 2/19/18<br>03/21/18 - To add note for SI document ID # and item #.<br>05/14/18 - To add note to refer to TSB 18-NA-121 if the spacer plate needs to be replaced.<br>08/23/18 - Removed Engineering Investigation message. |



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