Bulletin No.: PIC6294
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Preliminary Information

PIC6294 P2797 Trans Fluid Pump Performance 5ET50

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Volt	2016 - 2018	All	All	L3A	MKV
Chevrolet	Malibu	2016 - 2018	All	All	LKN	MKE

Involved Region or Country	North America
Condition	The customer may state that the vehicle failed to start one time but started again after the control modules went to sleep. The car currently starts and drives with no duplication of the condition. Diagnostic trouble codes P0AC4 (ECM) and P2797 (HPCM) are the only codes in the vehicle from the event with a status of Passed and Failed in GDS2.
Cause	The control system has trouble starting the transmission fluid pump on rare occaisions. A vehicle that has experienced a P2797 no-start condition is very unlikely to repeat the event. The pump itself is not suspect at this time.

Correction:
Engineering is currently investigating the pump controls issue. The recommendation is to clear the codes and release the vehicle after attempting to duplciate the condition for 10 vehicle starts. If the condition has repeated on this vehicle, contact Technical Assistance for the latest direction for repair.

Warranty Information

Labor Operation	Description	Labor Time
8469959	Automatic Transmission - Customer Concern Not Duplicated (CCND)	Use Published Labor Operation Time

Version History

Version	1
Modified	

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