

# **Exhibit AA**

**Tab 14**  
**UNREDACTED**  
**VERSION OF**  
**DOCUMENT TO BE**  
**SEALED PURSUANT**  
**TO LR 5.3(b)(3)(B)(iii)**

Message

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**From:** Steve C. Bruder [/O=GM/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1E4B0B59881F4CFAB6183A709091C0D5-HZK39H]  
**Sent:** 4/14/2020 2:08:16 PM  
**To:** Michelle Yeagley [michelle.yeagley@gm.com]  
**Subject:** 8 Speed Dealer Concerns & Buyback Update 3-14-20.pptx  
**Attachments:** 8 Speed Dealer Concerns & Buyback Update 3-14-20.pptx

Michelle,

Attached is the deck that we reviewed in the 8 speed meeting this morning.

Best Regards,

**Steve C. Bruder**

Brand Quality Group Manager

Propulsion Systems

GM – Customer Care & Aftersales - Brand Quality Team

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GENERAL MOTORS

**Exhibit  
PX 219**

# 8 Speed Transmission Dealer Challenges & Repurchase Overview

S. Bruder

Brand Quality – Propulsion Systems

3/14/20

## Major Dealer Challenges

- 2015-2019 MY FST/Corvette/Camaro/ATS/CTS/CT6
  - No Fix or selective improvements for poor shift feel/drive quality
    - 1-2 first shift – “tell the customer it is normal”
    - Shift busyness (2015-2017) Improved for 2018/2019
    - Harsh shifts in general or shifting at the wrong time
    - Harsh decel downshift
    - Extremely difficult to diagnose between “normal poor shift feel” and “abnormal poor shift feel”
  - Shudder continues to be an issue but is addressed by fluid exchange
    - Still drives some buybacks due to times in prior to final fluid fix, or combination of shift feel and shudder times in/days down

## 2015 – 2016 K2 Truck and Utility

- New Service Calibrations for shift quality
  - TSB 16-NA-411 and 16-NA-412 (**FST/Utility Only**)
    - **Improved drive quality but still not acceptable to customer**
- No Service Hardware – replacing same for same
  - **Harsh shift/drive quality complaints**
    - **Unfixable by technician**
  - 16-NA-019: Drive Learn Procedure Available to Learn Clutches
    - **Technician has no visibility of clutch learn through GDS 2**
    - **Technician has no visibility if clutch pressure learns and return springs are “in the weeds”**
      - **Requires data dump to engineering through FSE or Onstar diagnostics (if active)**
- Busy Shifting/Unnecessary shifting
  - Valve Body Bore Wear
  - Difficult to separate between “normal” busy shifting and “bad” busy shifting
- 16-NA-361: Harsh 1-2 Shift, First Shift of the Day
  - Dealers told to tell customer this is “Characteristic”
  - **Improved but still not Acceptable to the customer!**

## 2015 Corvette

## 2016 8L45/8L90 Corvette/ATS/CTS/CT6/Camaro

- No Service Calibrations
  - **Service calibration improvement was only release for FST/Utilities**
- No Service Hardware
  - **Harsh shift/drive quality complaints**
    - **Unfixable by technician**
  - 16-NA-019: Drive Learn Procedure Available to Learn Clutches
    - **Technician has no visibility of clutch learn through GDS 2**
    - **Technician has no visibility if clutch pressure learns and return springs are “in the weeds”**
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- 16-NA-361: Harsh 1-2 Shift, First Shift of the Day
  - Dealers told to tell customer this is “Characteristic”
  - **Improved but still not Acceptable to the customer!**

## 2017 8L45 / 8L90 (Car and Truck)

- No New Service Calibrations Released
- No Service Hardware
- **Harsh shift/drive quality complaints**
  - **Unfixable by technician**
  - 16-NA-019: Drive Learn Procedure Available to Learn Clutches
    - **Technician has no visibility of clutch learn through GDS 2**
    - **Technician has no visibility if clutch pressure learns and return springs are “in the weeds”**
      - **Requires data dump to engineering through FSE or Onstar diagnostics (if active)**
- Busy Shifting/Unnecessary shifting
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- 16-NA-361: Harsh 1-2 Shift, First Shift of the Day
  - Dealers told to tell customer this is “Characteristic”
  - **Improved but still not Acceptable to the customer!**

## 2018 8L45 / 8L90 (All Applications)

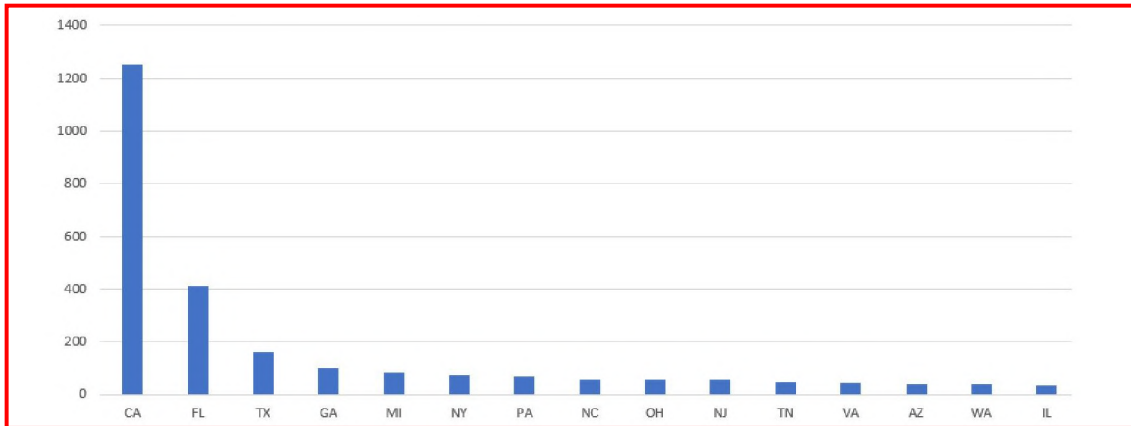
- New and Improved Hardware Including Transmission Case/Valve Body/Calibration/TCM (not back serviceable)
  - **Components and Calibration not Back Serviceable**
  - **Still many harsh shift/drive quality complaints but not as bad as 2015-2017**
    - **Unfixable by technician**
- No Other Service Calibrations Released
- No Other Service Hardware
  - 16-NA-019: Drive Learn Procedure Available to Learn Clutches
    - 2018 – 2020 GDS shows clutch learn values from 0 and up. Dealers are capable of following GDS and learn clutch volumes and return springs.
  - **Technician has no visibility if clutch pressure learns and return springs are “in the weeds”**
    - **Requires data dump to engineering through FSE or Onstar diagnostics (if active)**
- 16-NA-361: Harsh 1-2 Shift, First Shift of the Day
  - Dealers told to tell customer this is “Characteristic”
  - **Improved but still not Acceptable to the customer!**

## 2019 8L45 / 8L90 (All Applications)

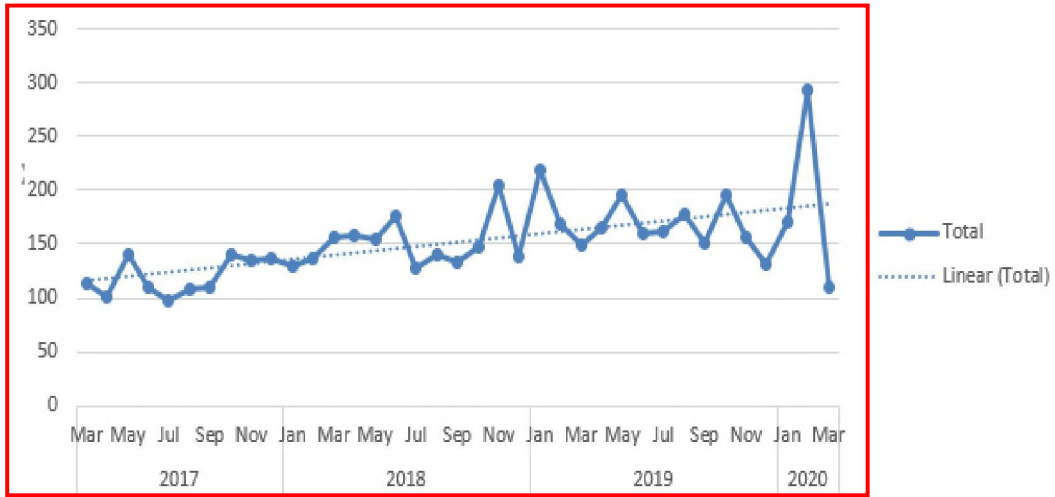
- No new hardware from 2018
  - **Still many harsh shift/drive quality complaints but not as bad as 2015-2017**
    - **Unfixable by technician**
- New Fluid Mid Model Year
- No Other Service Calibrations Released
- No Other Service Hardware Released
  - Drive Learn Procedure Available to Learn Clutches – added to base procedure
    - 2018 – 2020 GDS shows clutch learn values from 0 and up. Dealers are capable of following GDS and learn clutch volumes and return springs.
  - **Technician has no visibility if clutch pressure learns and return springs are “in the weeds”**
    - **Requires data dump to engineering through FSE or Onstar diagnostics (if active)**
- 19-NA-244: Harsh 3-2 Downshift During Closed Throttle Coast Down When Coming to a Stop - (Nov 1, 2019) (5.3 (84) T1XX only)
- 16-NA-361: Harsh 1-2 Shift, First Shift of the Day
  - Dealers told to tell customer this is “Characteristic”
  - **Improved but still not Acceptable to the customer!**

# 8 Speed Buybacks

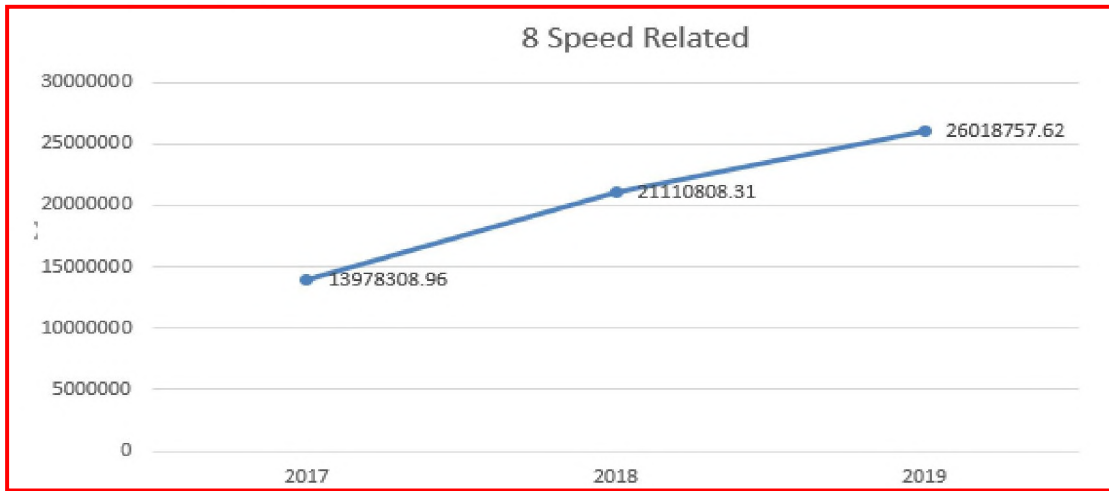
## Top 15 - 8 Speed Related Buybacks by State 12/2015 – 1/2020



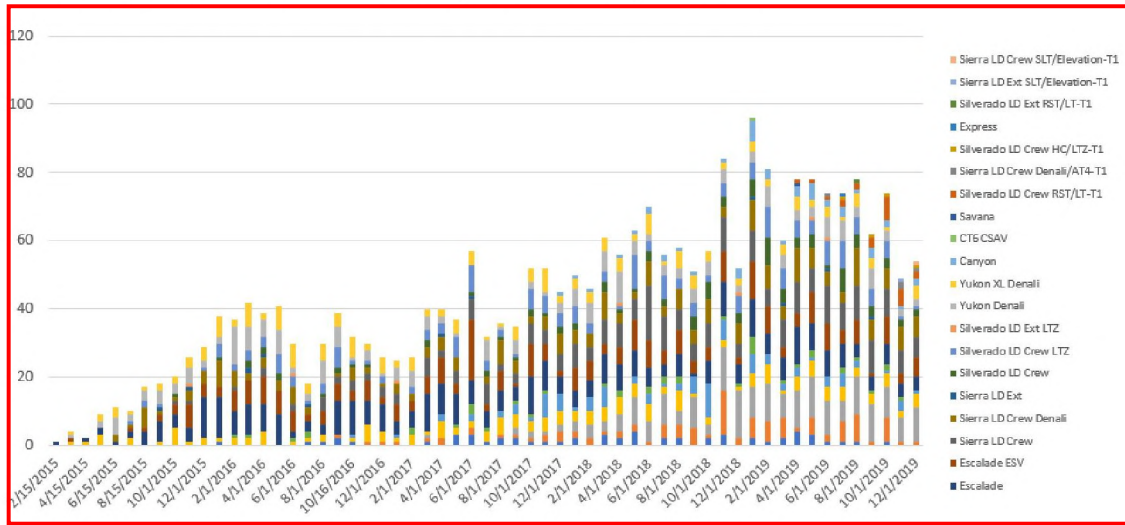
### 1/2017 thru 3/2020 8 Speed Related Buybacks



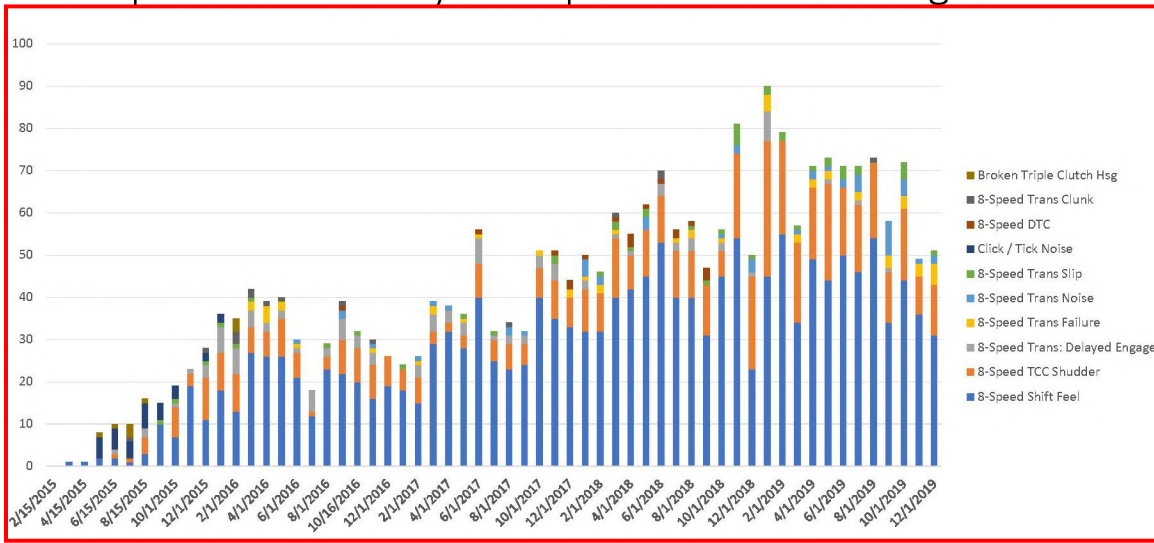
## 8 Speed Related Washout Expense by Year 2017-2019



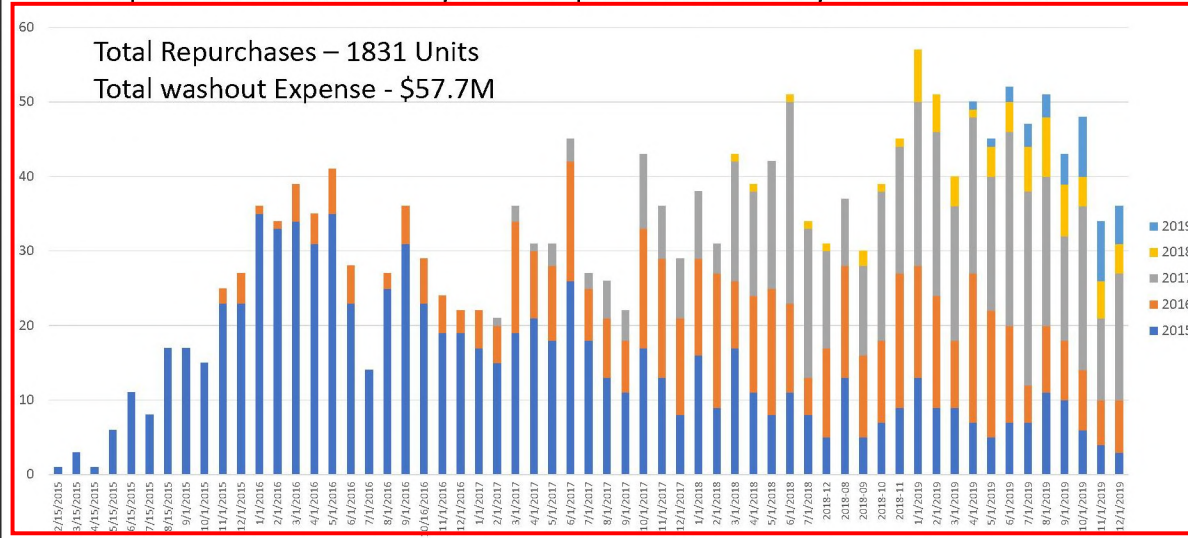
# MY 15-19 All Vehicles 8 Speed Related Buybacks by Month



## 2015-2019 MY ALL Vehicles 8-Speed Related Buybacks per Month Prevailing Issue



## 2015-2019 MY FST 8-Speed Related Buybacks per Month by Model Year



Back-up

## 2019 Dealer/Customer Feedback

- 2019 Sierra 1500, 6,300 Miles – When trying to accelerate on the highway to pass another vehicle there will intermittently be a shudder. Acts like it wants to stall out and then it kicks really hard into gear.
- 2019 Sierra 1500, 16,000 Miles – When vehicle is accelerating it shifts gears very rough and there is a loud thump. Firm 1-2 at operating temperature intermittently. This seems to be more pronounced after an Auto-stop event
- 2019 Sierra 1500, 9,400 Miles – At times the transmission ties up when shifted to drive or reverse and at times flares up on shifts.
- 2019 Sierra 1500, 11,700 Miles - Shudders and jerks at highway speeds, feels like the transmission is looking for a gear.
- 2019 Sierra 1500, 9,500 Miles – Transmission free slips and bangs into gear.
- 2019 Silverado 1500, 6,000 Miles - Transmission not shifting properly, slipping and jerking
- 2019 Sierra 1500, 12,000 Miles - *The concern is harsh shifting of trans. Typically a harsh 1-2 shift on first start up and harsh down shift. We have experienced what customers are feeling and reporting and **we are in total agreement, not acceptable** . Customers feel (according to face to face meetings and phone follow ups) that for the price they are paying for these trucks , they expect comfort as well as performance.*