



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Owner Manual Supplement - Dinghy Towing

MODELS: 2015 Cadillac Escalade, Escalade ESV
2015 Chevrolet Silverado, Suburban, Tahoe
2015 GMC Sierra, Sierra Denali
2015 GMC Yukon, Yukon XL, Yukon Denali

.....
THIS PROGRAM IS IN EFFECT UNTIL OCTOBER 31, 2016
.....

CONDITION

If certain 2015 Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, GMC Sierra Denali, GMC Yukon, GMC Yukon XL, GMC Yukon Denali vehicles are dinghy towed, their transfer case may become locked in Neutral when preparing to disconnect the vehicle according to the procedures in the Owner Manual. Specifically, when the customer connects the battery and starts the vehicle as part of the "Disconnecting the Towed Vehicle" procedure (see Owner Manual at steps 3, 4, and 5 of the "Dinghy Towing"), a code is set that locks the vehicle's transfer case in Neutral. When this occurs, the driver's information center panel will display a "service 4wd" message and the vehicle will need to be towed to a dealership to have the code cleared.

CORRECTION

Dealers are to place a copy of an updated Dinghy Towing supplement in the Owner Manual. This information replaces the information located under "Recreational Vehicle Towing" found in Section 10 of the Owner Manual. GM will mail the supplement to customers of record.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be

provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

No parts are required.

SERVICE PROCEDURE

1. Make a copy of the appropriate Owner Manual supplement (found at the back of this bulletin) and place it in the vehicle glove box.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100960	Owner Manual Insert	0.1

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through October 31, 2016.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for

your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



November 2014

Dear General Motors Customer:

We have learned that your 2015 model year Cadillac Escalade or Cadillac Escalade ESV or Chevrolet Silverado or Chevrolet Suburban or Chevrolet Tahoe or GMC Sierra or GMC Sierra Denali or GMC Yukon or GMC Yukon XL or GMC Yukon Denali vehicle may have inaccurate Dinghy Tow information in the Owner Manual. If your vehicle is dinghy towed, the transfer case may become locked in Neutral when preparing to disconnect the vehicle according to the procedures in the Owner Manual. Specifically, when you connect the battery and start the vehicle as part of the “Disconnecting the Towed Vehicle” procedure (see Owner Manual steps 3, 4, and 5 of “Dinghy Towing”), a code is set that locks the vehicle’s transfer case in Neutral. When this occurs, the driver’s information center panel will display a “service 4wd” message and the vehicle will need to be towed to a dealership to have the code cleared.

Enclosed, please find a Dinghy Towing supplement that replaces the information located under “Recreational Vehicle Towing” found in Section 10 of your Owner Manual. Please place this supplement in your Owner Manual for future reference.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Alicia S. Boler-Davis
Sr. Vice President
Global Quality & Customer Experience

Enclosure
14541

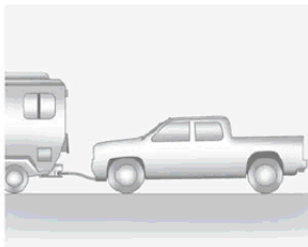
Supplement (English)
3 Pages Total

Supplement to the 2015 Chevrolet Silverado, Tahoe, Suburban, GMC
Sierra, Sierra Denali, Yukon/Yukon XL, Yukon Denali/Yukon XL Denali and
Cadillac Escalade Owner Manual

This information replaces the information located under "Recreational Vehicle Towing" found in Section 10 of your owner manual.

Dinghy Towing

Four-Wheel-Drive Vehicles



Only dinghy tow four-wheel-drive vehicles with a two-speed transfer case that have an N (Neutral) and a Four-Wheel Drive Low (4 ↓) setting.

Warning

Shifting a four-wheel-drive vehicle's transfer case into N (Neutral) can cause the vehicle to roll even if the transmission is in P (Park). You or others could be injured. Set the parking brake before shifting the transfer case to N (Neutral).

Follow these steps to dinghy tow:

1. Position the vehicle being towed behind the tow vehicle, facing forward and on a level surface.
2. Securely attach the vehicle being towed to the tow vehicle.

3. Apply the parking brake and start the engine.

For vehicles with electric parking brakes (EPB), the parking brake cannot be applied and the tires must be chocked.
4. Shift the transfer case to N (Neutral). See "Shifting into N (Neutral)" under Four-Wheel Drive for the proper procedure. Check that the vehicle is in N (Neutral) by shifting the transmission to R (Reverse) and then to D (Drive). There should be no movement of the vehicle while shifting.
5. Shift the transmission into D (Drive). Turn the engine off. Then shift the transmission into P (Park).
6. Wait for at least 10 seconds, then restart the engine.

3978624

2

7. Shift the transmission to D (Drive), then turn the engine off again.

Caution

Failure to disconnect the negative battery cable or to have it contact the terminals can cause damage to the vehicle.

8. Disconnect the negative battery cable at the battery and secure the nut and bolt. Cover the negative battery post with a non-conductive material to prevent any contact with the negative battery terminal.
9. Shift the transmission to P (Park).

Caution

If the steering column is locked, vehicle damage may occur.

10. Move the steering wheel to make sure the steering column is unlocked.
11. With a foot on the brake pedal, release the parking brake.
12. Keep the ignition key in the towed vehicle in ACC/ACCESSORY to prevent the steering column from locking. Vehicles with Keyless Access, keep the RKE transmitter outside of the vehicle, and manually lock the doors. Access the vehicle the same as dead vehicle/transmitter process (back up key in door lock).

Disconnecting the Towed Vehicle

Before disconnecting the towed vehicle:

1. Park on a level surface.
2. Set the parking brake, shift the transmission to P (Park).
3. Connect the battery.
4. Apply the brake pedal.
5. Start the engine, then shift the transfer case out of N (Neutral) to Two-Wheel Drive High. See Four-Wheel Drive for directions on shifting out of N (Neutral).
6. Check that the vehicle is in Two-Wheel Drive High by shifting the transmission to R (Reverse) and then to D (Drive). There should be movement of the vehicle while shifting.
7. Shift the transmission to P (Park) and turn off the ignition.

3978625

3

8. Disconnect the vehicle from the tow vehicle.

9. Release the parking brake.

10. Reset any lost presets.

The outside temperature display will default to 32°F but will reset with normal usage.

3978626

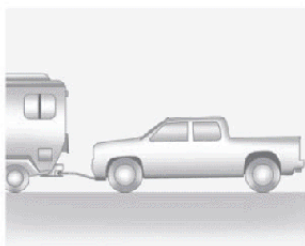
Supplement (French) 3 Pages Total

Supplément au guide du propriétaire 2015 des véhicules Chevrolet Silverado, Tahoe, Suburban, GMC Sierra, Sierra Denali, Yukon/Yukon XL, Yukon Denali/Yukon XL Denali et Cadillac Escalade

Cette information remplace l'information de la section « Remorquage d'un véhicule récréatif », dans le chapitre 10 de votre guide du propriétaire.

Remorquage pneumatique

Véhicules à quatre roues motrices



Ne remorquer avec une barre de remorquage que les véhicules à quatre roues motrices équipés d'une boîte de transfert à deux rapports

disposant de la sélection N (point mort) et quatre roues motrices gamme basse (4 ↓).

Avertissement

Si vous passez la boîte de transfert d'un véhicule à quatre roues motrices à la position de point mort (N), il peut se mettre à rouler même si la boîte de vitesses est à la position point mort (P). Vous ou d'autres personnes pourriez être blessés. Serrer le frein de stationnement avant de passer la boîte de transfert à la position point mort (N).

Suivre ces étapes pour remorquer avec une barre de remorquage :

1. Positionner le véhicule remorqué derrière le véhicule de remorquage, faisant face vers l'avant et sur une surface de niveau.
2. Attacher solidement le véhicule à remorquer au véhicule tracteur.
3. Serrer le frein de stationnement et démarrer le moteur.

En cas de freins électriques de stationnement (EPB), le frein de stationnement ne peut être appliqué et les roues doivent être bloquées.

4. Engager la boîte de transfert sur la position N (point mort). Se reporter à « Déplacement sur N (point mort) » dans la section Quatre roues motrices pour prendre connaissance de la

3978627

2

procédure correcte. Vérifier que le véhicule est sur la position N (point mort) en déplaçant la boîte de vitesses sur R (marche arrière), puis sur D (marche avant). Aucun mouvement du véhicule ne doit être perceptible lors des déplacements de levier.

5. Engager la boîte de vitesses sur la position D (conduite). Couper le moteur. Puis engager la boîte de vitesses sur la position P (stationnement).
6. Attendre pendant au moins 10 secondes, puis redémarrer le moteur.
7. Engager la boîte de vitesses sur la position D (conduite), puis couper à nouveau le moteur.

Attention

Le fait de ne pas débrancher le câble négatif de la batterie ou de le mettre en contact avec les bornes peut endommager le véhicule.

8. Débrancher le câble négatif de la batterie à la batterie et fixer la vis et l'écrou. Couvrir la borne négative de la batterie avec un matériau non conducteur pour empêcher tout contact avec la borne négative de la batterie.
9. Mettre la boîte de vitesses en position de stationnement (P).

Attention

Si la colonne de direction est verrouillée, le véhicule risque d'être endommagé.

10. Tourner le volant pour s'assurer que la colonne de direction est déverrouillée.
11. Un pied appuyant sur la pédale de frein, relâcher le frein de stationnement.
12. Maintenir la clé de contact du véhicule remorqué sur la position ACC/ACCESSORY (accessoires) pour empêcher la colonne de direction de se bloquer. Pour les véhicules avec accès sans clé, maintenir l'émetteur RKE hors du véhicule et verrouiller manuellement les portes. Accéder au véhicule comme dans le cas d'un traitement par émetteur de véhicule arrêté (clé de sauvegarde dans la serrure de porte).

3978628

Dételage du véhicule remorqué.

Avant de dételer le véhicule remorqué :

1. Stationner sur une surface de niveau.
2. Serrer le frein de stationnement. Sélectionner la position de stationnement (P).
3. Brancher la batterie.
4. Appuyer sur la pédale de frein.
5. Démarrer le moteur, désengager ensuite la boîte de transfert de la position N (point mort) et l'engager sur la position deux roues motrices gamme haute. Se reporter à Quatre roues motrices pour les instructions relatives au désengagement de la position N (point mort).
6. Vérifier que le véhicule est en deux roues motrices gamme haute en déplaçant la boîte de vitesses sur R (marche arrière), puis sur D (marche avant). Un mouvement du véhicule doit être perceptible lors des manœuvres du levier de vitesses.
7. Engager la boîte de vitesses sur la position P (stationnement) et couper le contact.
8. Désaccoupler le véhicule du véhicule tracteur.
9. Desserrer le frein de stationnement.
10. Réinitialiser tous les préréglages perdus.
L'affichage par défaut de la température extérieure est 32°F mais il est réinitialisé lors d'une utilisation normale.

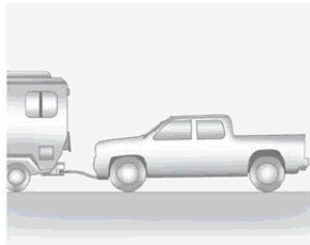
3978630

**Supplement to the 2015 Chevrolet Silverado, Tahoe, Suburban, GMC
Sierra, Sierra Denali, Yukon/Yukon XL, Yukon Denali/Yukon XL Denali and
Cadillac Escalade Owner Manual**

This information replaces the information located under "Recreational Vehicle Towing" found in Section 10 of your owner manual.

Dinghy Towing

Four-Wheel-Drive Vehicles



Only dinghy tow four-wheel-drive vehicles with a two-speed transfer case that have an N (Neutral) and a Four-Wheel Drive Low (4 ↓) setting.

Warning

Shifting a four-wheel-drive vehicle's transfer case into N (Neutral) can cause the vehicle to roll even if the transmission is in P (Park). You or others could be injured. Set the parking brake before shifting the transfer case to N (Neutral).

Follow these steps to dinghy tow:

1. Position the vehicle being towed behind the tow vehicle, facing forward and on a level surface.
2. Securely attach the vehicle being towed to the tow vehicle.

3. Apply the parking brake and start the engine.

For vehicles with electric parking brakes (EPB), the parking brake cannot be applied and the tires must be chocked.

4. Shift the transfer case to N (Neutral). See "Shifting into N (Neutral)" under Four-Wheel Drive for the proper procedure. Check that the vehicle is in N (Neutral) by shifting the transmission to R (Reverse) and then to D (Drive). There should be no movement of the vehicle while shifting.
5. Shift the transmission into D (Drive). Turn the engine off. Then shift the transmission into P (Park).
6. Wait for at least 10 seconds, then restart the engine.

2

7. Shift the transmission to D (Drive), then turn the engine off again.

Caution

Failure to disconnect the negative battery cable or to have it contact the terminals can cause damage to the vehicle.

8. Disconnect the negative battery cable at the battery and secure the nut and bolt. Cover the negative battery post with a non-conductive material to prevent any contact with the negative battery terminal.
9. Shift the transmission to P (Park).

Caution

If the steering column is locked, vehicle damage may occur.

10. Move the steering wheel to make sure the steering column is unlocked.
11. With a foot on the brake pedal, release the parking brake.
12. Keep the ignition key in the towed vehicle in ACC/ACCESSORY to prevent the steering column from locking. Vehicles with Keyless Access, keep the RKE transmitter outside of the vehicle, and manually lock the doors. Access the vehicle the same as dead vehicle/transmitter process (back up key in door lock).

Disconnecting the Towed Vehicle

Before disconnecting the towed vehicle:

1. Park on a level surface.
2. Set the parking brake, shift the transmission to P (Park).
3. Connect the battery.
4. Apply the brake pedal.
5. Start the engine, then shift the transfer case out of N (Neutral) to Two-Wheel Drive High. See Four-Wheel Drive for directions on shifting out of N (Neutral).
6. Check that the vehicle is in Two-Wheel Drive High by shifting the transmission to R (Reverse) and then to D (Drive). There should be movement of the vehicle while shifting.
7. Shift the transmission to P (Park) and turn off the ignition.

8. Disconnect the vehicle from the tow vehicle.

9. Release the parking brake.

10. Reset any lost presets.

The outside temperature display will default to 32°F but will reset with normal usage.

GM CUSTOMER CARE AND AFTERSALES
DCS3421
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 27, 2014

Subject: 14541 - Customer Satisfaction Program
Owner Manual Supplement - Dinghy Towing

Models: 2015 Cadillac Escalade, Escalade ESV
2015 Chevrolet Silverado, Suburban, Tahoe
2015 GMC Sierra, Sierra Denali
2015 GMC Yukon, Yukon XL, Yukon Denali

To: All Cadillac, Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is releasing Customer Satisfaction Program 14541 today. The total number of U.S. vehicles involved is approximately 69,300. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on November 10, 2014.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated October 28, 2014. A list of involved vehicles in dealer inventory is attached to this message.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available October 30, 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES