



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
8-speed Transmission Harsh Shift
Expires December 31, 2015

MODELS: 2015 Cadillac Escalade, Escalade ESV
2015 Chevrolet Corvette, Silverado Double Cab and Crew Cab
2015 GMC Sierra Double Cab and Crew Cab, Yukon, Yukon XL
Equipped with 8-speed Automatic Transmission (M5U)

This service update involves vehicles in dealer inventory only and will expire December 31, 2015.

PURPOSE

On certain 2015 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Corvette, Chevrolet Silverado Double Cab and Crew Cab, GMC Sierra Double Cab and Crew Cab, GMC Yukon and GMC Yukon XL vehicles equipped with 8-speed automatic transmission (M5U), the customer may complain about harsh shifting. This can occur if the vehicle experienced multiple transmission reprogramming events during manufacturing, causing the calibration to over-adjust the shift parameters. This bulletin provides a service adaptive learn procedure that should be run to reset the calibration to the baseline parameters.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than December 31, 2015, at which time this bulletin will expire.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required.

SERVICE PROCEDURE

Note: Ensure the most recent GDS2 update is installed BEFORE performing the procedure.

Note: If the transmission fluid temperature is not between 75°C (167°F) and 85°C (185°F) the scan tool will not allow you to perform the service fast learn procedure.

1. Drive vehicle to warm transmission fluid to a temperature range between 75°C (167°F) and 85°C (185°F).
2. Connect the MDI to the vehicle.
3. Access GDS2 and navigate to the Transmission Adaptive Values Learn screen using the following GDS2 navigation path: *Diagnostics>Global Vehicle Selection>Module Diagnostics>Transmission Controls>Configuration/Reset Functions>Transmission Adaptive Values Learn.*

Note: After the Transmission Adaptive Value Learn procedure is performed, the ignition must be shut off for at least two minutes to ensure the transmission control module shuts down completely before the vehicle is driven. This reboot of the transmission control module is needed before the transmission control module will operate under the new learned values.

4. Follow Transmission Adaptive Values Learn on-screen instructions. Refer to *Transmission Service Fast Learn Procedure* in SI if required.
5. Remove MDI from the vehicle.
6. Verify transmission shifts into 'R' Reverse and 'D' Drive.

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	Net Item
9101182	Perform Transmission Adaptive Values Learn Procedure	0.5	*

- * The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for fuel needed to perform the required repairs, not to exceed \$1.50 USD, \$2.40 CAD, plus applicable Mark-Up or Landed Cost (for Export).

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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GM CUSTOMER CARE AND AFTERSALES
DCS3488
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 23, 2014

Subject: 14876 – Service Update Bulletin for Inventory Vehicles Only
8-speed Transmission Harsh Shift
Expires December 31, 2015

Models: 2015 Cadillac Escalade, Escalade ESV
2015 Chevrolet Corvette
2015 Chevrolet Silverado Double Cab and Crew Cab
2015 GMC Sierra Double Cab and Crew Cab
2015 GMC Yukon, Yukon XL
Equipped with 8-speed Automatic Transmission (M5U)

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 Service Update Bulletin 14876 today. The total number of U.S. vehicles involved is approximately 720. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES