



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Incorrect Console Wiring  
Expires with Base Warranty

**MODELS:** 2015 Chevrolet Suburban, Tahoe  
2015 GMC Yukon, Yukon XL  
Equipped with Custom Front Floor Console without Cooler

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to replace the console-wiring harness on **certain** 2015 model year Chevrolet Suburban, Chevrolet Tahoe, GMC Yukon and GMC Yukon XL vehicles equipped with a custom front-floor console without cooler. These vehicles may have been built with an incorrect console-wiring harness which may cause the transfer case, child-door lock, window lock, heated-steering wheel, park assist and lane-departure switch indicators to not function. The heated seats function as intended, but because of the incorrect console harness, the battery-feed circuit to the heated-seat switches is protected by the wrong fuse and will not be properly protected if a short-circuit failure ever occurs.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### 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). 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**

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order. Refer to the parts table below.

Part Number	Description	Quantity/Vehicle
23126810	HARNESS ASM-F/FLR CNSL WRG	1
23126813	HARNESS ASM-F/FLR CNSL WRG	1
23126814	HARNESS ASM-F/FLR CNSL WRG	1

**SERVICE PROCEDURE**

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**NOTE:** To help eliminate/minimize damage to the console molded tabs, use care when removing the original harness push fasteners.

1. Remove the front floor console wiring harness (1). Refer to *Front Floor Console Wiring Harness Replacement (Chevrolet / GMC)* in SI.
2. Install the new front floor console wiring harness. Refer to *Front Floor Console Wiring Harness Replacement (Chevrolet / GMC)* in SI.

**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
9101241	Front Floor Console Wiring Harness Replacement	1.6

**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 CUSTOMER CARE AND AFTERSALES  
DCS3528  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 11, 2015

Subject: 14768 – Service Update Bulletin  
Incorrect Console Wiring

Models: 2015 Chevrolet Suburban, Tahoe  
2015 GMC Yukon, Yukon XL  
Equipped with Custom Front Floor Console without Cooler

To: All 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 14768 today. The total number of U.S. vehicles involved is approximately 108. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated February 13, 2015.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES