



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Harsh Shift When Starting in Low Temperatures
Expires with Base Warranty

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

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 install the original design temperature-sensor wiring harness to the valve body on **certain** 2015 model year Cadillac Escalade and Escalade ESV; Chevrolet Silverado; and GMC Sierra, Yukon, and Yukon XL vehicles. The supplier of the transmission-wiring harness introduced an unapproved change to the temperature sensor (thermistor), resulting in incorrect oil-temperature readings during transition from cold to warm temperatures. This could cause a harsh shift when starting the vehicle at temperatures below 32°F (0°C); however, shift quality improves once the transmission oil warms up.

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) 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

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). 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.

Part Number	Description	Quantity/Vehicle
24274606	TEMPERATURE SENSOR WIRING HARNESS	1
19300536 or 19331925 (US) 19300537 or 19331926 (CA)	FLUID A/TRANS (DEXRON HP ATF)	7

SERVICE PROCEDURE

1. Remove the transmission control wiring harness. Refer to *Transmission Control Wiring Harness Replacement* in SI.
2. Install a new transmission control wiring harness. Refer to *Transmission Control Wiring Harness Replacement* 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
9101552	Transmission Control 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
DCS3713
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 9, 2015

Subject: 15396 – Service Update Bulletin
Harsh Shift When Starting in Low Temperatures

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

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 15396 today. The total number of U.S. vehicles involved is approximately 6,600. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM has been updated. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES