



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Auto-Leveling Rear Suspension Inoperative  
Expires with Base Warranty

**MODELS:** 2015 Chevrolet Suburban, Tahoe  
2015 GMC Yukon, Yukon XL  
2WD Vehicles Equipped with Auto Leveling Rear Suspension  
(RPO Z85 and AVF)

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 for certain 2015 model year Chevrolet Tahoe and Chevrolet Suburban, GMC Yukon and GMC Yukon XL 2WD vehicles equipped with auto leveling rear suspension (RPO Z85 and AVF). These vehicles may have an auto-leveling feature that is inoperative. The auto-leveling feature works by sensing when the rear of the vehicle is loaded. Rear shock absorbers' integral air sacks (boots) are inflated to compensate and level the vehicle. Customers may notice the rear trim height lower in the rear of the vehicle when loaded comparable to vehicles without auto-leveling rear suspension.

**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 service update are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO's (Daily Replenishment

Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations a dealer should place a SPAC case and the orders will be processed in the order received.

Additional parts, if required, are to be obtained from 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.

Part Number	Description	Quantity/Vehicle
23458661	Absorber, Shock	2

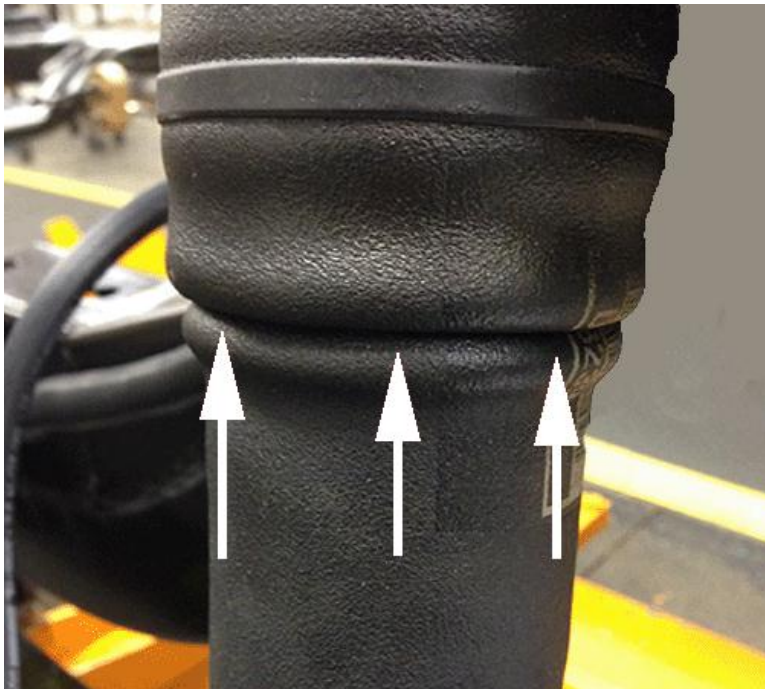
### SERVICE PROCEDURE

This procedure involves:

- Inspection of the rear auto leveling air shocks
- Reprogramming the Engine Control Module (ECM)
- Verification of the level control system function
- Replacement of both shocks in pairs, if necessary

### REAR SHOCK ABSORBER INSPECTION

1. Inspect the shocks while the vehicle is on the ground, or on a drive-on hoist, with the shocks loaded. Look for the air sacks being kinked, pinched, or trapped.

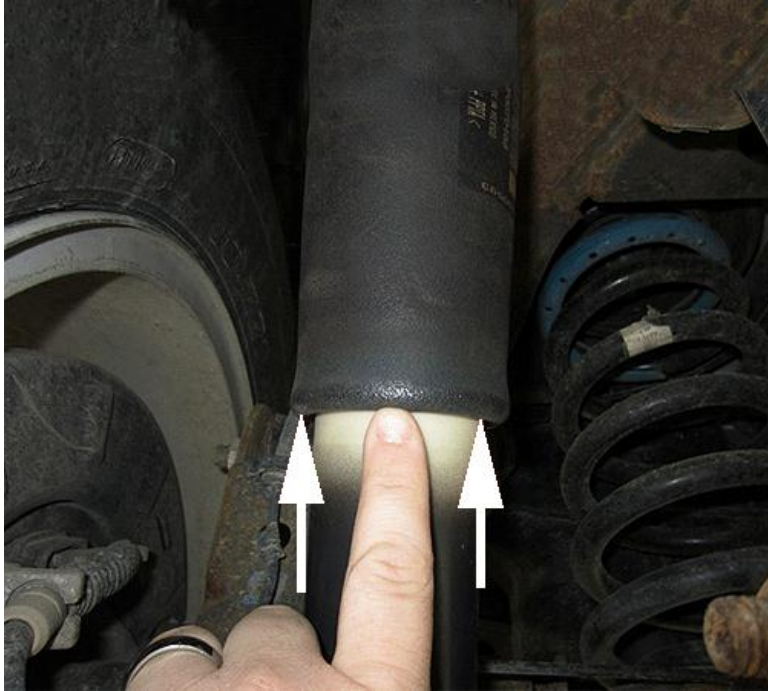


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### **Air Sack Damage**

- Arrows point to trapped air sack between the shock body and the dirt shield. If this condition exists, the shock must be replaced. Inspect for rolling, folding, or any kinks in the rubber tube. Any shock with these conditions must be replaced.

2. Raise and support the vehicle, with the rear axle unsupported to allow the rear shocks to extend. Refer to *Lifting and Jacking the Vehicle* in SI
3. Inspect the lower roll of the air sack. Some “polishing” of the rubber (as seen in the picture below) is normal and ok.
  - If the sack exhibits any cracking, splitting, peeling, is darker than the surrounding rubber, or shows any spalling or material loss, it is damaged and must be replaced



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### **Air Sack Damage**

### **ENGINE CONTROL MODULE (ECM) REPROGRAMMING**

Reprogram the ECM with the latest calibration. Refer to *K20 Engine Control Module: Programming and Setup* in SI.

### **SYSTEM PRESSURE CHECK**

To complete an Air Replenishment Cycle (ARC), the vehicle must have the engine running. For further information refer to *Automatic Level Control Description and Operation (With Z85)* in SI.

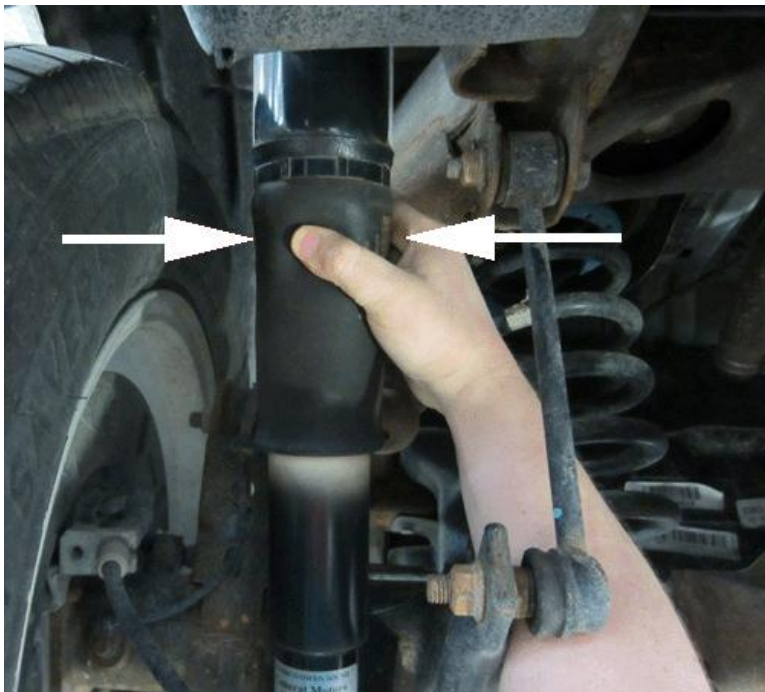
1. Start the engine and listen for the ARC running the system air compressor for 3 seconds. Note ride height of vehicle adjusting.
2. Ignition OFF.
3. Raise and support the vehicle with the rear axle unsupported to allow the rear shocks to extend. Refer to *Lifting and Jacking the Vehicle* in SI.



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### Check System Pressure

- Check shock absorbers for system pressure. Shock “A” has no pressure, and displays a tapered “waist” just above the bottom roll of the boot. Shock “B” has the correct pressure with a nearly uniform width top to bottom.



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### Air Sack Pressure Check

- Squeeze the air sack. The more firm the sack, the more pressure is present. If, after pressurizing the system the air sack is not holding pressure, it is damaged and must be replaced.

### REAR SHOCK ABSORBER REPLACEMENT

For rear shock absorber replacement refer to *Rear Leveling Shock Absorber Replacement* in SI. Replace shocks in pairs.

### 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
9101542	Engine Control Module (ECM) Reprogramming (Includes Auto Level System Test and Rear Shock Inspection)	0.6
9101543	Replace Both Rear Shock Absorbers (Includes ECM Reprogramming, Auto Level System Test and Rear Shock Inspection)	1.8

#### 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  
DCS3658  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 19, 2015

Subject: 15303 – Service Update Bulletin  
Auto-Leveling Rear Suspension Inoperative

Models: 2015 Chevrolet Suburban, Tahoe  
2015 GMC Yukon, Yukon XL  
2WD Vehicles Equipped with Auto Leveling Rear Suspension  
(RPO Z85 and AVF)

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 15303 today. The total number of U.S. vehicles involved is approximately 2,455. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen has been updated as of May 16, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES