

Service Update

18169 10 Speed Transmission Delayed Shifting



Reference Number: N182162210

Release Date: May 2018
Revision: 00

Attention: 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.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2018	2018	MF6 L86	Transmission, 10-Spd Automatic 6.2L V8 Ecotec3 Engine
Chevrolet	Tahoe				
GMC	Yukon / Yukon XL / Yukon Denali / Yukon Denali XL				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2018 model year Cadillac Escalade, Chevrolet Tahoe, and GMC Yukon / Yukon XL / Yukon Denali / Yukon Denali XL vehicles equipped with a 10-speed automatic transmission (RPO MF6), and a 6.2L engine (RPO L86) may experience a 2 to 3 second delayed engagement when shifting between park, reverse, or drive (performing garage shifts). Customers may also experience a hard shift, with a possible bang or clunk. If the vehicle is on an incline the customer may experience a short roll back due to the hesitation.
Correction	Dealers are to reprogram the transmission control module (TCM) with an updated calibration.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103696*	TCM Reprogramming with Service Programming System (SPS)	0.7	ZFAT	N/A
9103866**	Module Programming Not Required	0.2	ZFAT	N/A

* To avoid warranty transaction rejections, the SPS Warranty Claim Code(s) must be entered when submitting this transaction.

** SPS Warranty Claim Code is NOT required when submitting this transaction.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
 - Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *PSC-550* or *EL49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
 - Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
 - Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
 - If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required. Refer to the Warranty section of the bulletin and use labor operation code 9103866, Module Programming Not Required.
1. Reprogram transmission control module. Refer to *K71 Transmission Control Module: Programming and Setup* in SI.
 - Complete the Service Fast Learn Procedure through the TIS2Web Setup Procedure or through GDS Special Functions after programming on these vehicles.

Service Update

18169 10 Speed Transmission Delayed Shifting



- Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4757
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 18, 2018

Subject: 18169 Service Update
10 Speed Transmission Delayed Shifting

Models: 2018 Cadillac Escalade, Chevrolet Tahoe, and GMC Yukon / Yukon
XL / Yukon Denali / Yukon Denali XL Equipped with:

- L86 (6.2L V8 Ecotec3 Engine)
- MF6 (Transmission, 10-Spd Automatic)

To: All General Motors Dealers

General Motors is releasing Service Update 18169 today. The total number of U.S. vehicles involved is approximately 36,404. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated May, 19, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS