

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4913
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 28, 2018

Subject: 18367 - Customer Satisfaction Program
Transmission Manual Shaft Pin Pressed Too Deep

Models: 2019 Cadillac Escalade
2019 Cadillac Escalade ESV
2019 Chevrolet Suburban
2019 GMC Yukon
2019 GMC Yukon XL
Equipped with MF6 (10-speed automatic transmission)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 18367 today. The total number of U.S. vehicles involved is approximately 10. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 12, 2018.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 28, 2018. A list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

18367 Transmission Manual Shaft Pin Pressed Too Deep



Reference Number: N182188010

Release Date: November 2018
Revision: 00

Attention: This program is in effect until December 31, 2020.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2019	2019	MF6	10-speed automatic transmission
Cadillac	Escalade ESV	2019	2019	MF6	10-speed automatic transmission
Chevrolet	Suburban	2019	2019	MF6	10-speed automatic transmission
GMC	Yukon	2019	2019	MF6	10-speed automatic transmission
GMC	Yukon XL	2019	2019	MF6	10-speed automatic transmission

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 2019 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Suburban, GMC Yukon Denali, and GMC Yukon XL Denali vehicles, equipped with the 10-speed automatic transmission (RPO MF6), may have a condition in which the transmission manual shaft pin was not seated properly. If the shaft pin were to migrate out of position, the driver may find they cannot shift the vehicle into any gear other than the last one selected. The customer may be unable to return the vehicle back to park, in which case they would be required to engage the parking brake to ensure the vehicle does not roll from its intended position.
Correction	Dealers will replace the transmission manual shaft pin.

Parts

Quantity	Part Name	Part No.
8	Automatic Transmission Fluid (US)	19352619
8	Automatic Transmission Fluid (Canada)	19352620
1	Pin	24227077
1	Manual Shift Shaft	24287144
1	Transmission Range Selector	24291097
1	Transmission Pan Gasket	24269333
1	Automatic Transmission Fluid Filter Kit	24291343
1	Control Valve Solenoid Body Bolt Kit	24290781
1	Main Control to Case Seal	24270191

Important: An initial supply of all parts from 18367 required to complete this recall will be pre-shipped to all 9 impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of November 30, 2018. Pre-shipped parts will be charged to dealer's open parts account. A quantity limiter may be in effect. It is estimated that only 10 involved vehicles will require parts replaced. Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Note: Parts 19352619 US and 19352620 Can, FLUID,A/TRANS DEXRON will not be included in the pre-ship. If needed they are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Both fluids are sold in a merchandise quantity of 12 and available on open ordering.

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104200	Manual Shift Shaft Pin Replacement	1.3	ZFAT	N/A

Service Procedure

1. Remove and replace the manual shift shaft pin. Refer to *Manual Shift Shaft Replacement* in SI.

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 31, 2020. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through December 31, 2020 you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

18367 Transmission Manual Shaft Pin Pressed Too Deep



December 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2019 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Suburban, GMC Yukon Denali, or GMC Yukon XL Denali vehicle may have a condition in which the transmission shaft pin was not seated properly. If the shaft pin were to migrate out of position, the driver may find they cannot shift the vehicle into any gear other than the last one selected. The customer may be unable to return the vehicle back to park, in which case they would be required to engage the parking brake to ensure the vehicle does not roll from its intended position.

Your satisfaction with your Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Suburban, GMC Yukon Denali, or GMC Yukon XL Denali vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the transmission manual shaft pin. This service will be performed for you at **no charge until December 31, 2020**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

18367