

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5461
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 29, 2020

Subject: N192291660 - Special Coverage
Transmission Wiring Harness

Models: 2016 Cadillac Escalade, Escalade ESV
2016 Chevrolet Silverado LD
2016 GMC Sierra LD
2016 GMC Yukon, Yukon XL
Equipped with 8-cylinder, 6.2L gas engine (RPO L86)

To: All General Motors Dealers

General Motors is releasing Special Coverage N192291660 today. The total number of U.S. vehicles involved is approximately 107,338. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in August.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated July 30, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N192291660 Transmission Wiring Harness



Release Date: July 2020

Revision: 00

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade, Escalade ESV	2016	2016	L86	8-cylinder, 6.2L gas engine
Chevrolet	Silverado LD				
GMC	Sierra LD				
GMC	Yukon, Yukon XL				

Involved vehicles are identified on the Applicable Warranties section 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 2016 Chevrolet Silverado, GMC Sierra/Yukon and Cadillac Escalade vehicles with a 6.2L engine may have a condition that affects the electrical connection to the transmission oil temperature sensor. If this condition occurs, rough transmission shifts or hesitation during acceleration may occur. Additionally, the Malfunction Indicator Light (Check Engine Light) would illuminate and a diagnostic trouble code related to the temperature sensor would set.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 29, 2020, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to July 29, 2020, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the transmission wiring harness as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Transmission Wiring Harness	24298757
1	Transmission Filter Assembly	24274402
1	Transmission Pan Gasket	24260071
8 (US) 9 (CA)	Mobil 1 Synthetic LV HP Automatic Transmission Fluid	19417577 (US) 19418066 (CA)
1	Exhaust System Seal	15077362
1	Exhaust Clamp	20779890
1	Exhaust System Seal	15035747

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

Special Coverage Adjustment

N192291660 Transmission Wiring Harness



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900727	Diagnostic Time Only – No Repair Required	0.1-1.0	ZREG	N/A
9900728	Transmission Control Wiring Harness Replacement Add: Diagnostic Time	1.7 0.1-1.0		
9900729	Customer Reimbursement Approved - For USA and Canada dealers only	N/A		*
9900730	Customer Reimbursement Denied – For USA dealers only	N/A		**

* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. A customer's vehicle may present with MIL illumination, rough shifting, and/or hesitation during acceleration. DTCs present may include P0711, P0712, P0713. Following SI diagnostics for these issues may lead to a diagnosis of a failed transmission control wiring harness contained inside the transmission oil pan, or a failure of the transmission fluid temperature sensor included in that harness.

- If following the diagnostics in SI does NOT lead to a diagnosis of an issue with the transmission control wiring harness or transmission fluid temperature sensor, no further action is required. Claim up to one hour of diagnostic time and inform the customer that any further diagnosis or repair will not be covered by this special coverage.
- If following the diagnostics in SI DOES lead to a diagnosis of an issue with the transmission control wiring harness, or transmission fluid temperature sensor, replace the transmission control wiring harness. Refer to *Transmission Control Wiring Harness Replacement* in SI.

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 for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2021. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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**

Special Coverage Adjustment

N192291660 Transmission Wiring Harness



August 2020

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

Dear General Motors Customer:

As the owner of a 2016 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado LD, GMC Sierra LD, GMC Yukon or GMC Yukon XL, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2016 model year vehicles, equipped with the 6.2L gas engine may have a condition that affects the electrical connection to the transmission oil temperature sensor. If this condition occurs, rough transmission shifts or hesitation during acceleration may occur. Additionally, the Malfunction Indicator Light (Check Engine Light) would illuminate and a diagnostic trouble code related to the temperature sensor would set.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2016 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Silverado LD, GMC Sierra LD, GMC Yukon or GMC Yukon XL within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2021, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or 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 are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N192291660