



Service Bulletin

Bulletin No.: 21-NA-281

Date: April, 2023

INFORMATION

Subject: Diagnostic Tip – Transmission Neutral Service Mode

This bulletin replaces PIT5764B. Please discard PIT5764B.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission: (Automatic)
		from	to	from	to		
Cadillac	CT4	2021	2023	—	—	—	MQA, MQC, MHO, MHU, MHS, MQ2, MHX
	CT5						
	Escalade Models						
Chevrolet	Silverado 1500 - New (RPO J22, VIN Digit 12 = 5 or greater)	2022	2022	—	—	—	
	Silverado 1500	2023	2023				
	Suburban	2021					
	Tahoe						
GMC	Sierra 1500 - New (RPO J22, VIN Digit 12 = 5 or greater)	2022	2022	—	—	—	
	Sierra 1500	2023	2023				
	Yukon Models	2021					

Involved Region or Country	North America, Europe, Israel, Bolivia (West), Chile (West), Peru (West), Japan, Cadillac Korea (South Korea), GM Korea Company, Thailand (ASEAN), Australia/New Zealand
Condition	Certain service procedures or scenarios may require the transmission to be shifted into Neutral so that the vehicle can be moved or to complete a repair.
Diagnostic Information	Vehicles equipped with an internal Electronic Transmission Range Select (ETRS) system require hydraulic pressure to disengage the park mechanism. Please follow the information listed below when trying to place the transmission into Neutral.

Correction

In cases where the engine can be started - Refer to the *Neutral Service Mode* document in SI (example Document ID # 5286309).



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In cases of an ETRS system fault or a no start condition - If the vehicle needs to be moved, it is recommended to use wheel dollies, tire skates (example shown above) or the NEW Manual Park Release tool DT-52910 shown above (1). The manual park release tool is available through the GM Special Service Tools website. This new tool will allow the transmission to be manually shifted to neutral, see example SI doc ID 5620825. The manual park release tool can be installed to temporarily shift the vehicle into Neutral when the engine is not running.

Warning: *The transmission will be placed in N (Neutral) when the manual park release is pulled. The vehicle can roll on you or others could be injured. Ensure the vehicle is on level ground, parking brake applied, and wheels blocked prior to installation of the manual park release.*

Warning: *If fuel system is opened the fuel pump should be disabled using the Fuel Pressure Relief, Alternate Method by the removing the B+ fuel pump control module fuse. Using the Fuel Pressure Relief, Scan Tool Method will allow the fuel pump to build pressure if the ignition is placed to run. See Fuel Pressure Relief in Service Information for complete instructions.*

Caution: *If the manual park release is pulled while the vehicle is on or if the ignition is turned on while the manual park release is pulled, the DIC will display a message to service the transmission.*

Caution: *The latching mechanism in the manual park release lever will release if the vehicle is started and placed in Park. An attempt to override this function or use of an un-approved tool may cause internal damage to the transmission.*

Version	4
Modified	Released November 30, 2021 Revised May 24, 2022 - Added 2022 Silverado and Sierra 1500 to Model section. Revised January 23, 2023 - Added 2023 to Model Year. Revised April 21, 2023 - Updated the Involved Region or Countries section.

Additional SI Keywords: tow, towing, haul, wrecker, truck

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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