



# Service Bulletin

Bulletin No.: 21-NA-281

Date: March, 2024

## 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	2024				MQA, MQC, MHO, MHU, MHS, MQ2, MHX
	CT5						
	Escalade Models						
Chevrolet	Silverado 1500 - New (RPO J22, VIN Digit 12 = 5 or greater)	2022	2022				MQA, MQC, MHO, MHU, MHS, MQ2, MHX
	Silverado 1500	2023	2024				
	Suburban	2021					
	Tahoe						
GMC	Sierra 1500 - New (RPO J22, VIN Digit 12 = 5 or greater)	2022	2022				MQA, MQC, MHO, MHU, MHS, MQ2, MHX
	Sierra 1500	2023	2024				
	Yukon Models	2021					

<b>Involved Region or Country</b>	North America, Europe, Israel, Bolivia (West), Chile (West), Peru (West), Japan, Cadillac Korea (South Korea), GM Korea Company, Thailand (ASEAN), Australia/New Zealand
<b>Condition</b>	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.
<b>Diagnostic Information</b>	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.

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

### Correction

In cases where the engine can be started - Refer to the *Neutral Service Mode in SI*.



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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.



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**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.

<b>Version</b>	5
<b>Modified</b>	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. Revised March 25, 2023 - Added 2024 to Model Year.

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

