



# Service Bulletin

## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Harsh Shift When Starting in Low Temperatures  
Expires with Base Warranty

**MODELS:** 2015 Cadillac Escalade, Escalade ESV  
2015 Chevrolet Silverado  
2015 GMC Sierra, Yukon, Yukon XL  
Equipped with 6.2L Engine (L86) and 8-Speed Automatic Transmission  
(M5U)

This bulletin is revised to update the Parts Information. Please discard all copies of bulletin 15396.

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.

### PURPOSE

This bulletin provides a service procedure to install the original design temperature-sensor wiring harness to the valve body on **certain** 2015 model year Cadillac Escalade and Escalade ESV; Chevrolet Silverado; and GMC Sierra, Yukon, and Yukon XL vehicles, equipped with a 6.2L engine (L86) and 8-speed automatic transmission (M5U). The supplier of the transmission-wiring harness introduced an unapproved change to the temperature sensor (thermistor), resulting in incorrect oil-temperature readings during transition from cold to warm temperatures. This could cause a harsh shift when starting the vehicle at temperatures below 32°F (0°C); however, shift quality improves once the transmission oil warms up.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

**PART INFORMATION**

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
24274606	TEMPERATURE SENSOR WIRING HARNESS	1
11548404	TRANS FLUID BAFFLE BOLT	2
19300536 or 19331925 (US) 19300537 or 19331926 (CA)	FLUID A/TRANS (DEXRON HP ATF)	7

**SERVICE PROCEDURE**

1. Remove the transmission control wiring harness. Refer to *Transmission Control Wiring Harness Replacement* in SI.
2. Install a new transmission control wiring harness. Refer to *Transmission Control Wiring Harness Replacement* in SI.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9101552	Transmission Control Wiring Harness Replacement	1.6

**DEALER PROGRAM 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.





## 15396A – Service Update Bulletin - Harsh Shift When Starting in Low Temperatures - Revised Part Info

Updated Date: Sep 25, 2015 13:20 ET

GM CUSTOMER CARE AND AFTERSALES  
DCS3785  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 25, 2015

Subject: 15396A – Service Update Bulletin  
Harsh Shift When Starting in Low TemperaturesModels: 2015 Cadillac Escalade, Escalade ESV  
2015 Chevrolet Silverado  
2015 GMC Sierra, Yukon, Yukon XL

To: All Cadillac, Chevrolet and GMC Dealers

General Motors is releasing Service Update Bulletin revision 15396A today. This bulletin is revised to update the Parts Information. Please see the attached bulletin for details.



15396A Bulletin.pdf

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About this Alert

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