

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5397
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 15, 2020

Subject: N182180270-01 Special Coverage
Tail Lamps Inoperative

Models: 2015-2017 GMC Yukon
2015-2017 GMC Yukon XL
2015-2017 GMC Yukon Denali
2015-2017 GMC Yukon Denali XL

To: All General Motors Dealers

This bulletin has been revised to include model year 2017. Please discard all previous copies of bulletin N182180270.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N182180270 Tail Lamps Inoperative



Release Date: May 2020

Revision: 01

Revision Description: This bulletin has been revised to include model year 2017. Please discard all previous copies of bulletin N182180270.

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		
GMC	Yukon	2015	2017		
GMC	Yukon XL	2015	2017		
GMC	Yukon Denali	2015	2017		
GMC	Yukon Denali XL	2015	2017		

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	On some 2015-2017 model year GMC Yukon, Yukon XL, Yukon Denali, and Yukon Denali XL vehicles, stop and tail functions inside the tail lamps may become inoperative.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 6 years or 72,000 miles (116,000 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 November 26, 2019, 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 November 26, 2019, 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 tail lamps if they are found to be inoperative. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	LAMP ASM - RR BODY STRUCTURE STOP, LEFT	84721530
1	LAMP ASM - RR BODY STRUCTURE STOP, RIGHT	84721531

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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900653	Diagnostic Time Only – No Repair Required	0.1-0.3		
9900654	Replace One taillamp Assembly Add: Replace Second Lamp	0.3 0.2	ZREG	N/A
9900655	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900656	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

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

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

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

Service Procedure



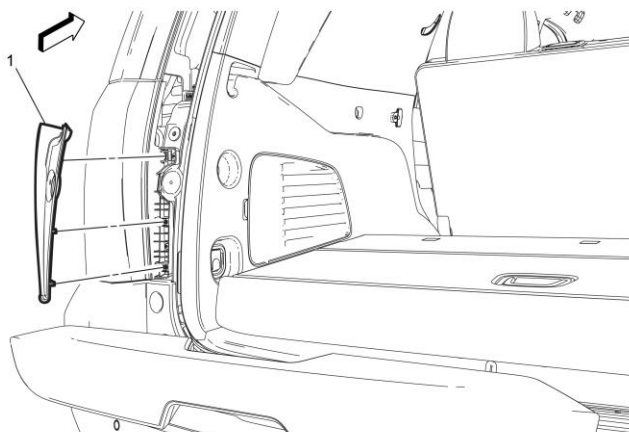
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- Turn the exterior lamp control to the parking lamps “on” position. Go to the rear of the vehicle and verify the customer concern that one or both taillamps are displaying an inoperative condition.
 - If both taillamps are functioning, no further action is required.
 - If one or more taillamps are inoperative, proceed to step #2.

NOTE: This procedure is for the taillamp housing only. Do not remove the taillamp harness, lower bracket or backup lamp bulb and socket assembly from the vehicle, they will be reused.

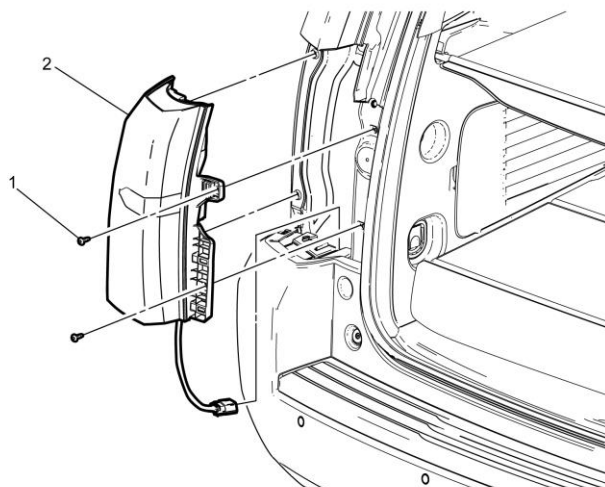
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2. Using a trim stick, remove the back body opening side gutter (1). Begin at the bottom and release the three attachment retainers. Use care to not damage the round liftgate bumper pad.



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3. Remove the two lamp attachment bolts (1).
4. Firmly grasp the rear body structure stop lamp assembly (2) and pull straight back to release from vehicle.
5. Remove the backup lamp bulb and socket assembly and disconnect the electrical harness from the back of the rear body structure stop lamp.

Caution: DO NOT pinch the electrical harness when installing the retention clip to the new lamp assembly.

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6. Remove the tail lamp harness retention clip (1) from the inoperative lamp and re-install to the new replacement lamp during step 7.
7. Install the backup lamp bulb and socket assembly into the new lamp housing. Connect the electrical connector, ensure the connector is secured into the lamp.
8. Align the two lamp to quarter panel attachments. Firmly push lamp assembly toward the body, seating the attachments.
9. Install the two bolts, Tighten to 2.5 N.m (25 lb in).
10. Reinstall the back body opening side gutter, ensure all three attachment retainers are fully seated.
11. Using a small pick type tool, lift the outer edge of the round liftgate bumper pad into the original position.
12. Verify taillamp function.

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

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 December 31, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – 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

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May 2020

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

Dear General Motors Customer:

As the owner of a 2015-2017 model year Yukon, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2017 model year Yukon vehicles may have a condition where the brake and tail lamps may become inoperative.

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 2015-2017 model year Yukon within 6 years of the date your vehicle was originally placed in service or 72,000 miles (116,000 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 December 31, 2020, 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)
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
Executive Director
North America Contact Center Operations

Enclosure
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