

GM CUSTOMER CARE AND AFTERSALES
DCS3597
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 24, 2015

Subject: Upcoming Service Update Bulletin 15178
Transmission Gear Noise
Drive Audit Inspection Procedure

Models: 2015 Cadillac Escalade, Escalade ESV

2015 Chevrolet Silverado LD Crew, Silverado LD Crew LTZ,
Silverado LD Ext LTZ

2015 GMC Sierra LD Crew, Sierra LD Crew Denali, Sierra LD Ext,
Yukon, Yukon Denali, Yukon XL, Yukon XL Denali

Equipped with 8-Speed Transmission (RPO M5U)

To: All Cadillac, Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors has decided that certain 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado LD Crew, Silverado LD Crew LTZ, Silverado LD Ext LTZ, GMC Sierra LD Crew, Sierra LD Crew Denali, Sierra LD Ext, Yukon, Yukon Denali, Yukon XL, Yukon XL Denali equipped with 8-Speed Transmission (RPO M5U) may have transmission gear whine noise.

To address this condition we will be releasing Service Update Bulletin 15178 as soon as a sufficient quantity of replacement parts is available. It is estimated that only 5% of the involved vehicles will require repair.

Until the bulletin is released, the following drive audit inspection procedure should be immediately performed on all involved vehicles in dealer new vehicle inventory. A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Performance of this drive audit will help ensure that a vehicle with this condition is not delivered to a customer until it is repaired.

Drive Audit Inspection Procedure

Transmission gear whine noise, if present, is typically observed at 1000-2000 RPM and between 20 mph (32 kph) and 35 mph (56 kph). Drive conditions that may reveal the gear whine noise are provided below.

Under light drive condition coming from a stop:

- Third gear: a little gear whine
- Fourth gear: gear whine becomes very apparent
- Fifth gear: gear whine still high but lower level compared to fourth gear

Under coast coming to a stop:

- Fifth gear: gear whine still high but lower level compared to fourth gear
- Fourth gear: gear whine becomes very apparent
- Third gear: a little gear whine

Drive the vehicle for about 15-20 minutes at various speeds up to 40 mph (64 kph) to determine if gear whine noise is present.

- If gear whine noise is NOT present, the vehicle requires no further action and may be delivered to a customer.
- If gear whine noise is present, the vehicle should be held and not delivered to a customer until the bulletin is released and repairs can be performed.

Submit a warranty transaction using the table below. All transactions should be submitted as a ZFAT transaction type.

Labor Code	Description	Labor Time
9101404	Drive Audit Inspection Procedure – Gear Whine Noise is Not Present - No Further Action Required	0.5

If the drive audit inspection procedure indicates that gear whine noise is present, the warranty transaction for the drive audit must be held and not submitted until Service Update Bulletin 15178 is released. At that time, a new labor code for the required repair will be provided and will include labor time for the drive audit.

Additional information about the release of the bulletin will be provided in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES