



## Preliminary Information

### PIT5764 Diagnostic Tip - Transmission Neutral Service Mode

#### Models

| Brand:    | Model:          | Model Years: | VIN: |     | Engine: | Transmissions: |
|-----------|-----------------|--------------|------|-----|---------|----------------|
|           |                 |              | from | to  |         |                |
| Cadillac  | Escalade Models | 2021         | All  | All | All     | All            |
| Chevrolet | Tahoe           | 2021         | All  | All | All     | All            |
| Chevrolet | Suburban        | 2021         | All  | All | All     | All            |
| GMC       | Yukon Models    | 2021         | All  | All | All     | All            |

|                            |  |
|----------------------------|--|
| Involved Region or Country | North America  |
| 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.  |
| Cause                      | The new 2021 Full Size SUV's are equipped with an internal Electronic Transmission Range Select (ETRS) system that requires 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 doc ID 5286309.

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 or tire skates. In addition, Engineering will be releasing a new manual release tool shortly. This will allow the transmission to be manually shifted to neutral. When this tool becomes available, the PI will be updated.



### Additional SI Keywords

tow towing haul wrecker truck

### Version History

|          |                          |
|----------|--------------------------|
| Version  | 1                        |
| Modified | 08/11/2020 - Created on. |



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