



Service Bulletin

File in Section: -

Bulletin No.: PIE0225B

Date: October, 2012

PRELIMINARY INFORMATION

Subject: Engineering Information – Service 4WD Indicator Illuminated, 4WD Inoperative, DTC C0379 Set

Models: 2012-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2012-2013 GMC Sierra, Yukon, Yukon XL
Equipped with Four-Wheel Drive (4WD) and
Magna Powertrain Transfer Case RPO NP0, NQF or NQH

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

This PI is being revised to add the 2013 model year. Please discard PIE0225A.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that the Service 4WD indicator is illuminated and the 4WD will not engage.

When checking the vehicle for DTCs, the transfer case control module (TCCM) may report C0379 set as current or in history.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

If you encounter a vehicle with the above condition, please perform the inspection procedure below before attempting any repairs.

1. Inspect for evidence of corrosion, debris or mud in the actuator terminals or housing.
2. Inspect for evidence of water intrusion into the actuator.
3. Inspect for visual damage to the connector seal.
4. Inspect for visual damage to the wire harness (cuts in wires) that could lead to water intrusion.

If any of the above are observed, please contact the engineer listed below with your findings. The engineer may ask the technician to replace the front drive axle actuator and the mating wiring harness.

Contact Information

Engineer Name	Phone Number
Eric Leigh	586-907-0202

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
N9668*	Engineering Information – Front Drive Axle Actuator Control Circuit Concern	0.4 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		