



Service Bulletin

PRELIMINARY INFORMATION

Subject: Service 4 Wheel Drive Message Front Axle Will Not Engage When 4WD Is Selected

Models: 2007-2013 Chevrolet Silverado, Suburban, Tahoe, Avalanche
2007-2013 GMC Sierra, Yukon
2008-2013 Chevrolet Tahoe Hybrid
2009-2013 Chevrolet Silverado Hybrid
2008-2013 GMC Yukon Hybrid
2009-2013 GMC Sierra Hybrid
2009-2013 Cadillac Escalade Hybrid
Equipped with selectable 4 wheel drive RPO NQF NQG NQH or NP0

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

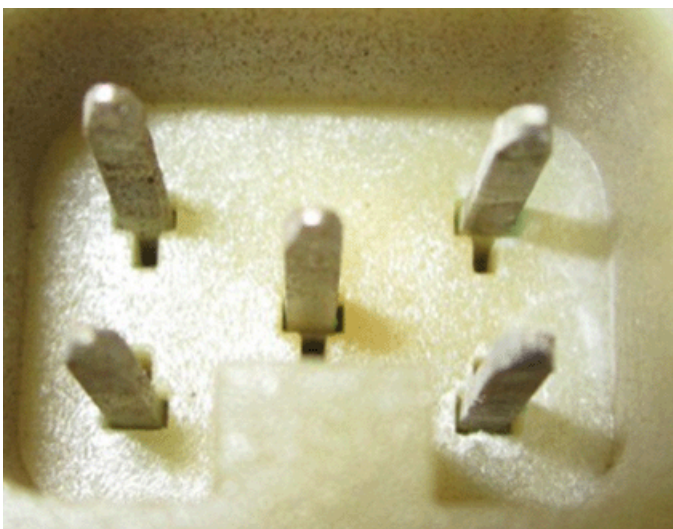
Condition/Concern

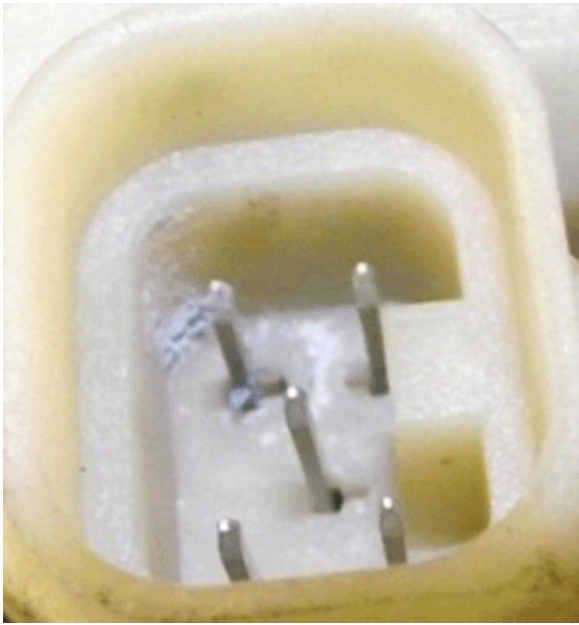
Some customers may comment on a service 4WD message displayed in the DIC on vehicles equipped with electronic shift transfer cases or the 4WD indicator in the IPC just flashes when the transfer case is shifted to 4WD on manual shift transfer case applications. On electronic shift applications upon investigation technician may find a DTC C0379 that may be a hard code or intermittent. On manual shift applications the flashing 4WD icon may be intermittent or a hard condition.

Recommendation/Instructions

If the above listed conditions are experienced and published diagnostics do not lead to resolution then inspect the front axle actuator connector for signs of moisture intrusion. Look closely to the terminals on the actuator and vehicle side harness for white looking patches on the terminal indicating corrosion. If there is corrosion on the terminals at either location replace the actuator and harness. (harness transfer case select shift control switch wiring harness extension as called out in the EPC.)

See photos below.





Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
F0025	Front Drive Axle Actuator Replacement	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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