



Service Bulletin

PRELIMINARY INFORMATION

Subject: Service 4 Wheel Drive Message C0569 After Transfer Case Related Repairs

Models: 2007-2013 Chevrolet Silverado Tahoe Suburban
2008-2013 Chevrolet Tahoe Hybrid
2009-2013 Chevrolet Silverado Hybrid
2007-2013 GMC Sierra Yukon
2008-2013 GMC Yukon Hybrid
2009-2013 GMC Sierra Hybrid
2008-2013 Cadillac Escalade Hybrid
with transfer case RPO NPO NQF NQH

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

Condition/Concern

Some technicians may notice that the vehicle has a C0569 System Configuration Error that will not clear. The vehicle may have had other transfer case related diagnostic trouble codes when it arrived and a repair made. Technician may attempt to clear the diagnostic trouble code and perform a relearn that is unsuccessful.

Recommendation/Instructions

The transfer case control module will run a relearn at vehicle start up to determine transfer case position. If there are any issues with the rotational position sensor (RPS), incremental position sensor (IPS), encoder motor, motor A or B circuits, RPS or IPS circuits when the transfer case control module attempts to determine location the location cannot be determined correctly. Since the position was not correctly learned the transfer case control module cannot determine what circuit or sensor is at fault. The transfer case control module will set a C0569 System Configuration Error and does not run any further diagnostic trouble codes.

Example: The transfer case control module sets a C0387 Unable to Complete Shift on this drive cycle and the condition is a hard fault. On engine start up the transfer case control module will attempt to perform a relearn. If the condition that caused the C0387 to set is still current and the encoder motor cannot move in the direction or amount desired by the transfer case control module during the relearn process, the transfer case control module will flag a C0569 instead of the C0387. The transfer case control module will not run further checks to set various diagnostic trouble codes.

If the diagnostic trouble code C0569 is present after repairs and will not clear or relearn successfully, then the condition that set the diagnostic trouble code prior to repairs is still present. Return to previous diagnostics and ensure that the previous diagnostic trouble code has actually been repaired.

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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