



Service Bulletin

PRELIMINARY INFORMATION

Subject: Delayed Shift Out Of 4 Wheel Drive Low

Models: 2014 Chevrolet Silverado
2014 GMC Sierra
2015 Chevrolet Suburban Tahoe
2015 GMC Yukon

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

Condition/Concern

Some customers may comment that the transfer case will not shift out of 4wd low or takes a long time to shift out of 4 wheel drive low. There will not be any diagnostic trouble codes associated with this condition and will only be present on vehicles that had transfer case control modules programmed prior to 8/14/2014.

Recommendation/Instructions

Start the vehicle and shift transfer case into 4 wheel drive low following owner's manual instructions for shifting into 4 wheel drive low. Attempt to shift out of 4 wheel drive low back to 2 wheel drive high. If the shift takes 3 minutes to complete then re-program the transfer case control module with the latest software and perform a high low clutch reset. A revised calibration was released to correct this condition.

Note: Moving the shift lever or releasing the brake prior to a completed shift will cause the transfer case module to abort the shift attempt.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810135	2810135 Transfer Case Shift Control Module Reprogramming with SPS	0.4 Hours

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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