



Service Bulletin

PRELIMINARY INFORMATION

Subject: Repeat Service 4 Wheel Drive Message With DTCs C0398 C038D C0397

Models: 2014 Chevrolet Silverado
2014 GMC Sierra
2015 Chevrolet Suburban Tahoe
2015 GMC Yukon
2015 Cadillac Escalade
With RPO NQH or NP0

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

Condition/Concern

Some dealers may encounter vehicles exhibiting a repeat service 4 wheel drive message and upon investigation the technician may find a C0398, C038D or C0397. You may have one or any combination of those codes. Typically warranty analysis and technical assistance cases indicate that the vehicle enters the dealership with a C038D and a C0397 together or a C0398 stored in the TCCM. Customers may also comment on a bind feel from the drivetrain on turns. In auto 4wd if the vehicle sets a dtc the default action is to move the encoder motor to apply the clutch pack, and then disable all further shifting. The customer then moves the shift switch to 2 wheel drive but since shifting is disabled due to the diagnostic trouble code the vehicle may come into the dealership with a binding on turns condition with the switch in the 2 wheel drive position.

Recommendation/Instructions

G.M. Engineering is currently trying to determine the root cause of these two scenarios.

1. At this time if the vehicle has a C038D and C0397 please perform a high low clutch reset, shift transfer case through all ranges ensuring that no diagnostic trouble codes reset and that the transfer case shifts through all ranges as expected. If all shifting is successful then return the vehicle to the customer. If the customer prefers to operate the vehicle in auto 4 wheel drive, as a temporary measure to minimize the inconvenience to the customer of a service 4 wheel drive message and trip to the dealer to clear the diagnostic trouble code, shift the transfer case to 2 wheel drive before shutting off the ignition when exiting the vehicle and then shift back to auto 4 wheel drive after starting the vehicle. This is not and should not be conveyed to the customer as a long term repair this is just to minimize the inconvenience of the customer having to come into the dealer to turn off the message.
2. For NQH equipped vehicles if the vehicle has a C0398 setting after being Dinghy towed please see the latest version of PIP5217.
3. If the vehicle has a C0398, inspect circuits 7477, 7478, 7479 for any terminal or connection issues between the B2227 Gear Position Sensor and the TCCM and repair as needed. If no wiring concerns are found clear the diagnostic trouble code and return the vehicle to the customer. If the customer prefers to operate the vehicle in auto 4 wheel drive, as a temporary measure to minimize the inconvenience to the customer of a service 4 wheel drive message and trip to the dealer to clear the diagnostic trouble code, shift the transfer case to 2 wheel drive before shutting off the ignition when exiting the vehicle and then shift back to auto 4 wheel drive after starting the vehicle. This is not and should not be conveyed to the customer as a long term repair this is just to minimize the inconvenience of the customer having to come into the dealer to turn off the message.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
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2810135	Transfer Case Shift Control Module Reprogramming with SPS	Use Published Labor Operation Time
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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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