



# 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

Built prior to 9/7/2014 or having had the transfer case control module reprogrammed prior to 9/7/2014

With RPO NQH or NPO

*This PI was superseded to update Recommendation/Instructions. Please discard PIP5220.*

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

1. If the vehicle has a C038D and C0397 please reprogram the Transfer case control module with latest software available through tis2web, 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.
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 reprogram the Transfer case control module with latest software available through tis2web, 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.

**Important:** Vehicles that were programmed or built on or after 9/7/2014 reprogramming again will not correct, perform published diagnostics for stored diagnostic trouble codes.

### Warranty Information

For vehicles repaired under warranty use:

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

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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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