



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Service 4WD Message Displayed, DTC C0392 Set

**Models:** 2014-2015 Chevrolet Silverado 1500  
2015 Chevrolet Suburban, Tahoe  
2014-2015 GMC Sierra 1500  
2015 GMC Yukon, Yukon XL  
Equipped with Transfer Case – Active, Two Speed, Push Button Control, Aluminum (NQH)

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment on a “Service 4WD Message” displayed in the Driver Information Center (DIC).

Technicians may find DTC C0392 set as active or history code.

### Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

### Instructions

If you encounter a vehicle with the above concern, do not clear any of the codes and contact one of the engineers below.

### Contact Information

Engineer Name	Phone Number
Bill Treib	248-303-6254
Anthony Capobianco	248-914-8697

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
8480288*	Engineering Information – Service 4WD Message Displayed, DTC C0392 Set	0.4 hr

\*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION