



Service Bulletin

PRELIMINARY INFORMATION

Subject: Service 4 Wheel Drive Message With DTCs C0398 Or C0326 Setting When Vehicle Operated Below 32 Degrees (0 C)

Models: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado 1500, Suburban Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra 1500 Yukon Yukon XL
2015 Cadillac Escalade
2015 GMC Canyon
4 Wheel drive equipped with RPO NQH, NP0 or NQ6

This PI was superseded to update Part Restriction. Please discard PIP5250E.

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

Condition/Concern

Some customers may comment on a Service 4WD message in the DIC.

Technicians may find that the vehicle has a C0398 or C0326 stored in the Transfer Case Control Module.

Codes may not reset immediately after clearing and take several days to duplicate.

Recommendation/Instructions

This PI has been updated to remove the PQC Part restriction on Transfer Case Actuator Motor P/N 23355888.

Please note this part number was used to get parts quickly into the system and the part number will also be discontinued shortly after the restriction is lifted.

Orders for 23355888 will supersede to the newest part number listed in the parts catalog and are of the same update level.

These parts can be ordered through the normal CC&A ordering system.

FOR NPO equipped vehicles ensure that the transfer case control module has the latest software, if not update the transfer case control module calibration through tis2web.

For NQH/NQ6 equipped vehicles replace the actuator motor with the latest part number from the G.M. Electronic Parts Catalog.

GM engineering is currently validating software to address the C0398 setting in extreme cold conditions on NQH and NQ6 and should be available prior to the next cold weather season.

This would take the place of actuator replacement.

Warranty Information

For vehicles repaired under warranty use:

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

8420110	Full size truck Transfer Case Two/Four Wheel Drive Actuator Replacement	Use Published Time
8420120	Mid-size truck Transfer Case Two/Four Wheel Drive Actuator Replacement	Use Published 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.

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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