



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
4WD Always Engaged in Cold Ambient Temperatures / Service 4WD
Message Displayed, DTC C0398 Stored
Expires with Base Warranty

MODELS: 2015 Cadillac Escalade, Escalade ESV
2014-2015 Chevrolet Silverado
2015 Chevrolet Suburban, Tahoe
2014-2015 GMC Sierra
2015 GMC Canyon, Yukon, Yukon XL
Equipped with 4WD Transfer Case (NQH, NPO or NQ6)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to reprogram the transfer case control module on the vehicles listed above. In low ambient temperatures, below 5°F (-15°C) a transfer case brake motor assembly malfunction may occur. Diagnostic Trouble Code (C0398 - Range Position Correlation Fault) will be set, locking the transfer case in "4HI" until the vehicle is serviced. This software update also addresses other transfer case control issues for overall improved drivability.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this repair

SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- For reference, the Range/Mode switch on the instrument panel of vehicles equipped with an NQH (2014-2015 Chevrolet Silverado/GMC Sierra) transfer case have 5 positions for the switch (2HI / AUTO / 4HI / 4LO /Neutral). Only vehicles with an NQH transfer case have all 5 switch positions.
- Refer to *Transfer Case Shift Control Module Programming and Setup (NQH)* for additional information on programming the transfer case shift control module.

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module – Programming and follow the on-screen instructions.

Caution: After programming the transfer case module, it is essential that the transfer case setup procedure in step 4 is performed to ensure proper transfer case operation.

4. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module – Setup and follow the on-screen instructions.
5. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101695	Transfer Case Shift Control Module Reprogramming with SPS	0.4

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS3771
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 16, 2015

Subject: 15304 – Service Update Bulletin
4WD Always Engaged in Cold Ambient Temperatures
Message Displayed, DTC C0398 Stored

Models: 2015 Cadillac Escalade, Escalade ESV
2014-2015 Chevrolet Silverado
2015 Chevrolet Suburban, Tahoe
2014-2015 GMC Sierra
2015 GMC Canyon, Yukon, Yukon XL
Equipped with 4WD Transfer Case (NQH, NPO or NQ6)

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is releasing Service Update Bulletin 15304 today. The total number of U.S. vehicles involved is approximately 819,587. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated September 18, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES