



Service Bulletin

PRELIMINARY INFORMATION

Subject: Additional Information Related To SUB 15304

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This PI was superseded to change repair direction and provide additional information regarding updated software. Please discard PIP5250F

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

Condition/Concern

Note: The software update performed in SUB 15304 will correct the issues covered in this PI. If the customer has any of the following concerns and you update software prior to attempting to duplicate the customers concern the vehicle may already be repaired

Some customers may comment on one or any of the following conditions related to the transfer case operation.

1. Service 4wd that happens on startup, usually in cold climate but can happen at other times as well, when parked or shut off in auto 4 wheel drive. Will have a C0398 stored in the TCCM. Freeze Frame Failure Records will show engine run time of less than 3 seconds.
2. Vehicle moving after ignition is switched to the off position when the transfer case select switch is in the auto 4 wheel drive position.
3. Service 4wd message associated with setting the vehicle up for flat (dinghy) towing.
4. No transfer case shift out of neutral with the engine running on vehicles equipped with 8 speed automatic transmission.

Recommendation/Instructions

Reprogram the TCCM and perform set up functions outlined in Tis2web per SUB 15304. SUB 15304 was released to correct the following concerns as well.

1. Sequence of events changed for the shutdown kiss point test. Test is still ran but sequence changed to eliminate a false fail. C0398 that happens at start up or any other time should be diagnosed per service information, poor circuit integrity to the encoder motor or gear position sensor can cause intermittent C0398 to set.
2. New software changes the shutdown sequence in auto 4wd when shifted to park to allow the slack in the rear drive line to be taken up and rest on the park pawl. Previous version may have allowed the front axle to hold the vehicle in place then when the clutch was released load was transferred to the rear axle. (Setting the park brake should always be performed in accordance with the owner's manual)
3. Some of the above changes also made the power down sequences and actions taken to be more forgiving if the customer misses a step in the flat towing procedure. Procedure still needs to be followed per published information/owner's manual.
4. Transfer case shift out of neutral was inhibited with OSS above 125 rpm. New RPM threshold was increased to 200 rpm and some 8 speed automatic transmissions when cold can drag the output shaft above the 200 rpm mark. The owner's manual states to shift out of neutral with the engine off and that should still be adhered to but if the customer misses that and attempts it with the engine running previously the shift was inhibited but now will occur
NOTE: Shifting out of neutral with the engine running WILL create a loud clunk/grind noise that is normal. Follow owner's manual instructions to shift out

of neutral with the engine off.

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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