



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Service 4 Wheel Drive Message with DTCs C0398 setting when vehicle operated below 10 degrees (-12 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 or NQ6  
4 Wheel drive equipped with RPO NP0

*This PI was superseded to update Recommendation/Instruction. Please discard PIP5250D.*

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.

### Recommendation/Instructions

Transfer Case Actuator Motor P/N 23355888 is currently on PQC parts restriction on limited quantity. Currently CCA has very limited stock of PQC restricted P/N 23355888 Transfer Case Actuator Motors for Select 2014-2015 Pickups and 2015 SUVs.

CCA is attempting to build up stock on this same part Number and once that happens the current Transfer Case Actuator Motor parts restriction will be removed.

General Motors is requesting only dealers that have a vehicle down in their shop requiring the Transfer Case Actuator Motor and have, completed the required diagnostics.

If diagnostics indicate the vehicle has a transfer case DTC C0326, DTC C0326 with DTC C0398 or DTC C0398 with no other DTCs contact PQC.

Due to heavy call volume you may experience a longer than normal wait time.

If you have a vehicle down in your shop and diagnostics indicate the vehicle has a transfer case DTC C0398 and any other transfer case DTC contact GM Technical Assistance Center.

If you are not located in a region where ambient temperatures do NOT reach below 10°F (-12°C). Please do not attempt to replace the Transfer Case Actuator Motor with part number 23355888. Please to perform published diagnostics and use standard part number from parts catalog. To correct for the DTC for the related RPO.

### FOR CUSTOMER OWNED VEHICLES WITH NQH and NQ6 setting ONLY C0398 or C0398 and C0326

C0398 can be the CAUSE of the problem or the RESULT of other problems. This actuator has been released to correct when the C0398 that is the CAUSE of the problem.

Some vehicles may set C0398 and C0326 in cold climates. If the vehicle is setting C0398 intermittently with or without a C0326 and operated in areas where the ambient temperature is below 10° F (-12°C.) Review the freeze frame failure records, record (write down) all dtcs, and clear the code(s). Operate the vehicle in all ranges and ensure that no DTCs reset. If no dtc's reset replace the actuator with part number 23355888. This is ONLY for vehicles setting the above DTCs.

Currently this part number is on part restriction through PQC due to limited quantities. Please contact the PQC at 866-654-7654 to request a part. PQC will only release these parts by vehicle identification number FOR CUSTOMER OWNED VEHICLES ONLY and on a case by case basis. Along with the standard information VIN, BAC, MILEAGE, RO Please have the following information available for the PQC agent when calling

Transfer case RPO,

List of ALL DTCs that were stored in the TCCM current and history.

Freeze frame data for transfer case DTCs.

1. Transfer Case Control Module DTC \_\_\_\_\_
2. Transfer Case Range Selection Switch State \_\_\_\_\_
3. Engine run time \_\_\_\_\_

Please repeat questions 1-3 for all codes in the TCCM

**FOR VEHICLES WITH NQH and NQ6 setting C0398 with other transfer case related DTCs perform diagnostics for the other codes first which could correct the C0398.**

If the vehicle had a C0398 in the TCCM stored with any other codes such as C0392, C0396, C0306 or other codes related to rotational position sensor or actuator position sensor it is likely that is causing a C0398 to set and replacement of the actuator will likely not repair the vehicle. DO NOT USE 23355888 to attempt to repair vehicles with additional codes. This would be an example of a C0398 that is the RESULT of another problem.

**FOR VEHICLES WITH NPO**

If the vehicle has ONLY a C0398 stored in the TCCM, Verify TCCM calibrations are up to date through tis2web. (update as needed) then perform published diagnostics. If the vehicle continues to set a C0398 then published diagnostics should lead to a repair.

**Warranty Information**

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810135	Transfer Case Shift Control Module Reprogramming with SPS	0.4 Hours
8420110	Transfer Case Two/Four Wheel Drive Actuator Replacement	0.3

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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