



Service Bulletin

INFORMATION

Subject: Engineering Information – Service 4WD Message Displayed and DTC C0398 Set in Transfer Case Module

Models: 2016 Chevrolet Silverado, Suburban, Tahoe Models
2016 GMC Sierra, Yukon Models
Equipped with Switch Activated Transfer Case RPO NP0 or NQH Built After March 15, 2016

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 on the DIC.

During diagnosis a technician may find DTC C0398 set within the Transfer Case Control Module.

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, complete the following:

1. Ask the customer when the message first appeared.
Was it immediately after starting vehicle or while driving the vehicle?
2. Contact one of the engineers listed below.

Contact Information

Engineer Name	Phone Number
Bill Treib	248-303-6254
George Barrera	248-343-7821

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
8480468*	Engineering Information — Service 4WD Message Displayed and DTC C0398 Set in the Transfer Case Module	0.3 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.



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