



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Service 4wd Message With DTC C0392 or C0396 Stored In TCCM

**Models:** 2014-2016 Chevrolet Silverado  
2014-2016 GMC Sierra  
2015-2016 Chevrolet Tahoe, Suburban  
2015-2016 GMC Yukon  
2015-2016 Cadillac Escalade  
Equipped with 4wd RPOs NQH or NPO

*This PI was superseded to update Model Years. Please discard PIP5304.*

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" displayed in the Driver Information Center (DIC).

Technicians may find DTC C0392 or C0396 set as active or history code. Vehicles with C0392/C0396 may also set a C0398. The C0398 is the result of the C0392 or C0396 and once those codes are corrected the C0398 should be corrected.

### Recommendation/Instructions

Based on returned part analysis, warranty data review and engineering investigation, it has been identified that there may be one or more terminals in the TCCM X-1 connector that may have poor tension.

Related to C0392 cavities 1, 2 and 9 would set this DTC but we are seeing cavity 9 being the terminal in question. Related to C0396 Terminals 3,5,10,11 with terminal 3 being the suspect.

Technician may be able to lightly wiggle the harness at the X-1 connector and cause the code to set or clear depending on connection.

Please test terminal tension in the TCCM X-1 connector cavities 1, 2 and 9 for C0392 and cavities 3, 5, 10, 11 for C0396 and repair as needed prior to performing published diagnostics that could lead to unneeded part replacement.

When checking for proper terminal tension carefully insert diagnostic test probe J-35616-2A (GY) into terminal in question and the test probe should not fall out under its own weight.

**Caution:** When checking for proper terminal tension carefully insert diagnostic test probe J-35616-2A (GY) into terminal in question and the test probe should not fall out under its own weight.

**Caution:** When using the EL-35616 GM Approved Terminal Test Probe Kit, ensure the terminal test adapter choice is the correct size for the connector terminal. Do not visually choose the terminal test adapter because some connector terminal cavities may appear larger than the actual terminal in the cavity. Using a larger terminal test adapter will damage the terminal. Refer to the EL-35616 GM Approved Terminal Test Probe Kit label on the inside of the EL-35616 GM Approved Terminal Test Probe Kit for the correct adapter along with the connector end view.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
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5430940	Harness Replacement	Use Published Labor Time
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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.

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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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