



# Preliminary Information

## PIP5217B Service 4 Wheel Drive Message After Flat/Dinghy Towing

### Models

| Brand:    | Model:        | Model Years: | VIN: |     | Engine: | Transmissions: |
|-----------|---------------|--------------|------|-----|---------|----------------|
|           |               |              | from | to  |         |                |
| Chevrolet | Silverado 4wd | 2014 - 2015  | All  | All | All     | All            |
| Chevrolet | Tahoe 4wd     | 2015         | All  | All | All     | All            |
| Chevrolet | Suburban 4wd  | 2015         | All  | All | All     | All            |
| Chevrolet | Colorado 4wd  | 2015         | All  | All | All     | All            |
| GMC       | Sierra 4wd    | 2014 - 2015  | All  | All | All     | All            |
| GMC       | Yukon 4wd     | 2015         | All  | All | All     | All            |
| GMC       | Canyon 4wd    | 2015         | All  | All | All     | All            |
| Cadillac  | Escalade 4wd  | 2015         | All  | All | All     | All            |

Equipped with 4wd RPO NQH or NQ6

### Supersession Statement:

This PI was superseded to update repair direction. Please discard PIP5217A.  
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 and the transfer case is stuck in neutral. This condition only occurs when the customer dinghy tows the vehicle or sets the vehicle up for dinghy towing and disconnects then reconnects the battery as outlined in the owner's manual. Technician will find a c0398 stored in the TCCM (transfer case control module).

### Recommendations / Instructions

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

