



Preliminary Information

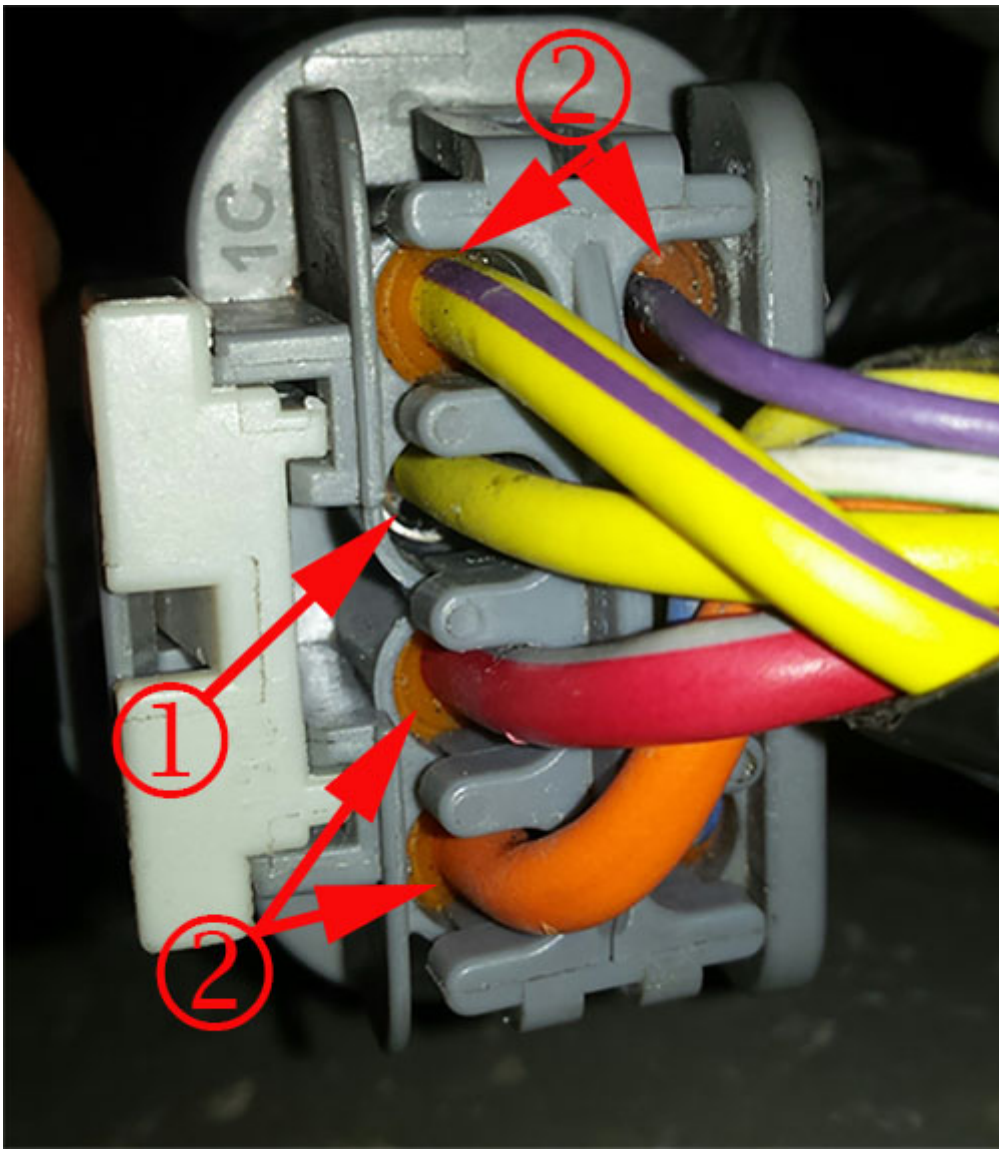
PIP5491A Intermittent service 4wd messages displayed in the DIC Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Tahoe	2015 - 2019	All	All	All	All
Chevrolet	Suburban	2015 - 2019	All	All	All	All
Chevrolet	Silverado	2015 - 2018	All	All	All	All
Chevrolet	Silverado LD	2019	All	All	All	All
Chevrolet	Silverado 2500/3500	2019	All	All	All	All
Chevrolet	Colorado	2015 - 2019	All	All	All	All
GMC	Sierra	2015 - 2018	All	All	All	All
GMC	Sierra Limited	2019	All	All	All	All
GMC	Sierra 2500/3500	2019	All	All	All	All
GMC	Yukon	2015 - 2019	All	All	All	All
GMC	Canyon	2015 - 2019	All	All	All	All
Cadillac	Escalade	2015 - 2019	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	NQF NQH NQ6 NPO NG7
Condition	Intermittent Service 4 Wheel Drive message in the DIC
Cause	Wiring terminal issues that could be caused by missing seal around the wire.

Correction:

When diagnosing intermittent transfer case control module DTCs related to signal or circuit integrity including C0321, C0392, C0396, C0398, C0306, C039E, C038D inspect the related connectors and ensure that the seals are properly installed in the connectors. Missing seals allow moisture inside the connector and will cause repeat conditions and or different intermittent conditions. Items number 1 below show missing seals where items 2 show the proper seals.



Some connectors are serviced as a connector, some have terminated leads and some are available as harness only. If there is corrosion in the connector and has to be replaced, the mating side of the connector should also be replaced whether it is another connector or electrical component. Example if the connector at the transfer case actuator is replaced due to a missing seal and corrosion is present the transfer case actuator should also be replaced. In this instance use the appropriate labor operation for the wiring repair performed and if component replacement is required submit that as net amount.

Warranty Information

Labor Operation	Description	Labor Time
5430880	Connector with Leads Assembly Replacement	Use Published Time

Labor Operation	Description	Labor Time
<p>When replacing the connector for missing seals, regardless of notes contained in this labor operation description, List the connector as the causal part and submit the actuator as net amount and appropriate OLH.</p>		

Version History

Version	2
Modified	3/31/2017 - Created on Modified on 10/8/2018 to add 2018,2019 model years



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