



## Preliminary Information

### PIT5711 Unable to Select Off Road Mode using Driver Mode Control Switch

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 2500HD/3500HD	2020	All	All	All	All
GMC	Sierra 2500HD/3500HD	2020	All	All	All	All

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Involved Region or Country	North America
Additional Options (RPO)	UDD (Driver Information Center, 4.2) and NQF (Transfer Case, Two-Speed, Electronic)
Condition	A customer may comment they are unable to select the Off-Road mode in the Driver Mode Menu. The DIC will display Off-Road Mode when turning the Driver Mode Switch, but will not be selectable.
Cause	This condition is caused by a software anomaly.

#### Correction:

An updated calibration has been released to address this condition.

Reprogram the IPC with the latest calibrations available in TIS2web.

#### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3431030	Install Software with USB - UHS, UDV, UDD	Use Published Labor Time

#### Version History

Version	1
Modified	9/20/2019 - Created



GENERAL MOTORS