



Preliminary Information

PIP5717 Service 4wd message with DTC C15A9

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500 (New Model)	2019	All	All	All	All
GMC	Sierra 1500 (New Model)	2019	All	All	All	All
Chevrolet	Silverado	2020	All	All	All	All
GMC	Sierra	2020	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	NP0 NQH
Condition	Service 4 Wheel Drive Message
Cause	Intermittent condition caused by software anomaly

Some customers may comment on an intermittent service 4wd message accompanied by the following DTC, C15A9. The condition may be intermittent and 4wd functionality will return after a key cycle.

If the DTC C15A9 is current and will not clear, perform published diagnostics in Service Information. After a repair is made and verified, ensure that the TCCM has the latest software.

If DTC C15A9 is intermittent and customer indicates that 4wd functionality returns after a key cycle then update the calibration in the TCCM with the latest available software. If software has been updated after 3/16/2020 then perform published diagnostics as the vehicle already contains the software intended to correct this anomaly.

NOTE: This software will not be installed into production vehicles until model year 21, so any model year 20 vehicle could exhibit these conditions regardless of build date.

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2810135	Transfer Case Control Module Reprogramming with SPS	Use published labor time

Version History

Version	1
Modified	3/16/2020 - Created

