

**Subject:** Engineering Information – Service 4WD Message on Driver Information Center (DIC), DTCs C118D, C119B and/or C119C Set

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500/3500	2019	2019	-	-	Equipped with 6.6L Engine (RPO L5P)	Equipped with 6 SPD Automatic Transmission (RPO MYD)
	Silverado 2500HD/3500HD	2020	2020			Equipped with 6.6L Engine (RPO L5P)	Equipped with 10 SPD Automatic Transmission (RPO MGM)
GMC	Sierra 2500/3500	2019	2019			Equipped with 6.6L Engine (RPO L5P)	Equipped with 6 SPD Automatic Transmission (RPO MYD)
	Sierra 2500HD/3500HD	2020	2020			Equipped with 6.6L Engine (RPO L5P)	Equipped with 10 SPD Automatic Transmission (RPO MGM)

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	Equipped with CHASSIS DRIVE LINE-ALL WHEEL DRIVE (AWD)/FOUR WHEEL DRIVE(4WD), DRIVER SELECT (RPO F48)
<b>Condition</b>	<b>Important:</b> If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a Service 4WD message being visible the driver information center (DIC). Technicians may find DTCs C118D, C119B and/or C119C set.
<b>Cause</b>	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

## Correction

If you encounter a vehicle with the above concern, perform the following checks:

1. Check the rubber seal that is located in front axle actuator wire harness connector, and inspect for signs of damage.
2. Check the axle actuator electrical connector and inspect for moisture and/or corrosion at the pins.

## Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
3087138*	Engineering Information – Service 4WD Message on (DIC), Multiple DTCs Set	0.3 hr
* This is a unique labor operation for bulletin use only.		

Version	1
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