



Service Bulletin

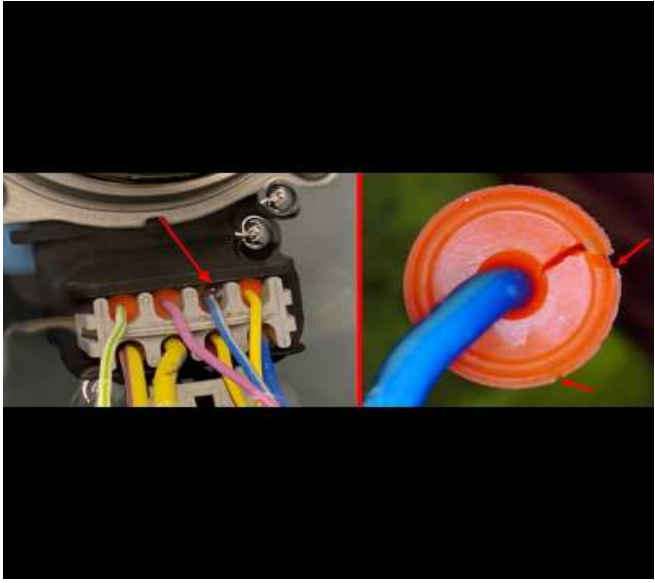
Bulletin No.: 22-NA-187

Date: August, 2023

INFORMATION

Subject: Information on Service 4WD Light Intermittently Displays On the Drivers Information Center (DIC) and Will Not Engage when Selecting 4WD - DTC C11B9, C05FB, C15C1, C15AB, U0422-71 and/or U0401-71 Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2020	2023				
Chevrolet	Silverado 1500 (New Model)	2019	2019				
	Silverado 1500 - 4WD (New Model, 12th VIN Digit = 7)						
	Silverado LD						
	Silverado 1500	2020	2021				
	Silverado 1500 - 4WD LTD (RPO J21, VIN Digit 5 = Y)	2022	2022				
	Silverado 1500 - 4WD New (RPO J22, VIN Digit 5 = D)						
	Silverado 1500	2023	2023				
	Silverado 2500HD/3500HD	2020					
	Suburban	2020					
	Tahoe	2020					
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra Limited						
	Sierra 1500	2020	2021				
	Sierra 1500 - 4WD Limited (RPO J21, VIN Digit 5 = 9)	2022	2022				
	Sierra 1500 - 4WD New (RPO J22, VIN Digit 5 = U)						
	Sierra 1500	2023	2023				
	Sierra 2500HD/3500HD	2020					
	Yukon Models	2020					

Involved Region or Country	North America
Condition	<p>Some customers may comment that the Service four-wheel drive light will intermittently display on the DIC and will not engage when selecting four-wheel drive.</p> <p>Some technicians may find one or more DTC set:</p> <ul style="list-style-type: none"> • C11B9 • C05FB • C15C1 • C15AB • U0422-71 • U0401-71
Cause	<p>This condition may be caused by potential water intrusion at the Transfer Case Actuator connector on the harness side.</p> <p>– The grommet may be cracked or torn.</p>
Information	<div style="text-align: center;">  </div> <p style="text-align: right; margin-right: 20px;">6151017</p> <p>Inspect the transfer case electrical connector and the transfer case connector on the actuator motor for signs of corrosion. This may indicate that a grommet in said connector may be damaged as shown in the graphic above.</p> <p>– If there are signs of corrosion or damage to the grommet, replace the electrical connector and refer to SI for repair.</p>

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Service Procedure

Refer to *Wire to Wire Repair in SI* and *Repairing Connector Terminals in SI*.

Parts Information

Causal Part	Description	Part Number	Qty
X	CONNECTOR KIT, ENG WRG HARN	19369184	1

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
5486338*	Transfer Case Electrical Connector inspection and Replacement	1.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released January 19, 2023 Revised August 22, 2023 - Added 2023 Model Year.

