



Service Bulletin

Bulletin No.: PIT6502B

Date: April, 2026

PRELIMINARY INFORMATION

Subject: U3000 SYM 92 Setting Current or History in K47 Rear Drive Control Module -Part Restriction

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025 -2026		ALL	ALL	ALL	ALL
Buick	Envision	2024 -2026		ALL	ALL	ALL	ALL
Cadillac	XT4	2024-2025		ALL	ALL	ALL	ALL
Chevrolet	Traverse	2024 -2026		ALL	ALL	LK0	ALL
GMC	Acadia	2024 -2026		ALL	ALL	ALL	ALL

Involved Region or Country	North America
Additional Options (RPO)	F48/ without G99
Condition	At initial ignition on the customer may get a "Service All Wheel Drive" or "Service 4WD" message on the DIC. The customer may also comment that the all-wheel drive system is not working. On inspection technicians may find U3000 Sym 92 set as a current or history code.
Cause	A part restriction has been issued due to unnecessary part replacements.

Correction

Note: If the vehicle is equipped with G99 (AT4 or Z71) - follow normal diagnostics in SI.

- If a RDCM is needed, open a TAC case (see below) and request a RDCM. Mention PIT6502 and include the part number in the TAC case.

U.S. Dealers: Please contact GM Technical assistance (TAC) by initiating TAC CXC (CX Connect) Case in Global Connect, click on "New TAC Case" found on the Technical Assistance tab.

Canadian Dealers: Call 1-800-263-7740 for English or 1-800-263-7960 for French.

-If the vehicle is an Envision or XT4 or is equipped with AT4 or Z71 create a TAC case and request a module (include PIT6502 and the part number in the case)

- If the vehicle is not equipped with G99 (AT4 or Z71) follow the steps below:

Perform GDS scan for current codes setting in vehicle.

If U3000 SYM 92 is set (current or history) along with codes related to the K47 Rear Differential Clutch Module (RDCM), please diagnose the additional codes prior to diagnosing U3000.

If SI diagnostics for a code other than U3000 leads to replacement of the module, replace it.

If U3000 SYM 92 is set without any additional codes related to the RDCM - DO NOT REPLACE THE MODULE` - Follow the steps below for a reset.

Disconnect the battery for 20 minutes to reset the module.

Reconnect the battery and perform a full vehicle power up/down cycle.

Log into GDS2 and clear all diagnostic trouble codes.

Return the vehicle to the customer.

Advise the customer that they may continue to drive the vehicle, but this may occur again until the software fix is available. (the fault may or may not return)

Note: A new module will not resolve the concern and will function the same way. The reset above will clear the code and recover AWD functionality until the fault occurs again.(the fault may or may not return)

Advise the customer that engineering is investigating the concern.

This PI will be updated or a bulletin will be released once a determination has been made by engineering.

If it is determined that a RDCM is needed based on diagnosis of additional codes, please open a TAC case, attach a session log to the case and give a description of the diagnostics performed, note PIT6502 and include the part number being requested.

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
2880758*	U3000 Sym 92 Global Reset and Clear Codes	0.4 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	04/7/2026 - Created on 04/15/2026 - update to correction 04/23/2026 - update to add models

