



Preliminary Information

PIP5304B Service 4wd Message With DTC C0392 or C0396 Stored In TCCM

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado	2014 - 2018	All	All	All	All
GMC	Sierra	2014 - 2018	All	All	All	All
Chevrolet	Suburban	2015 - 2018	All	All	All	All
Chevrolet	Tahoe	2015 - 2018	All	All	All	All
GMC	Yukon	2015 - 2018	All	All	All	All
Cadillac	Escalade	2015 - 2018	All	All	All	All

Equipped with 4wd RPOs NQH or NP0

Supersession Statement

This PI was superseded on to add model years, please discard PIP5304A.

Condition / Concern

Some customers may comment on a “Service 4WD Message” displayed in the Driver Information Center (DIC).

Technicians may find DTC C0392 or C0396 set as active or history code. Vehicles with C0392/C0396 may also set a C0398. The C0398 is the result of the C0392 or C0396 and once those codes are corrected the C0398 should be corrected.

Recommendations / Instructions

Based on returned part analysis, warranty data review and engineering investigation, it has been identified that there may be one or more terminals in the TCCM X-1 connector that may have poor tension.

Related to C0392 cavities 1, 2 and 9 would set this DTC but we are seeing cavity 9 being the terminal in question. Related to C0396 Terminals 3,5,10,11 with terminal 3 being the suspect.

Technician may be able to lightly wiggle the harness at the X-1 connector and cause the code to set or clear depending on connection.

Please test terminal tension in the TCCM X-1 connector cavities 1,2 and 9 for C0392 and cavities 3,5,10,11 for C0396 and repair as needed prior to performing published diagnostics that could lead to unneeded part replacement.

When checking for proper terminal tension carefully insert diagnostic test probe J-35616-2A (GY) into terminal in question and the test probe should not fall out under its own weight.

Caution: Do not insert test equipment probes (DMM etc.) into any connector or fuse block terminal. The diameter of the test probes will deform most terminals. A deformed terminal will cause a poor connection, which will result in a system failure. Always use the EL-35616 GM Approved Terminal Test Probe Kit in order to front probe terminals. Do not use paper clips or other substitutes to probe terminals.

Caution: When using the EL-35616 GM Approved Terminal Test Probe Kit, ensure the terminal test adapter choice is the correct size for the connector terminal. Do not visually choose the terminal test adapter because some connector terminal cavities may appear larger than the actual terminal in the cavity. Using a larger terminal test adapter will damage the terminal. Refer to the EL-35616 GM Approved Terminal Test Probe Kit label on the inside of the EL-35616 GM Approved Terminal Test Probe Kit for the correct adapter along with the connector end view.

Parts Information

Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog to determine the correct part to order, see HARNESS, AUX FUSE BLK WRG in the EPC.

Warranty Information

For vehicles repaired under warranty please use:

Labor Operation	Description	Labor Time
5430940	Harness Replacement	Use Published Labor Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

