



Preliminary Information

PIP5217B Service 4 Wheel Drive Message After Flat/Dinghy Towing

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 4wd	2014 - 2015	All	All	All	All
Chevrolet	Tahoe 4wd	2015	All	All	All	All
Chevrolet	Suburban 4wd	2015	All	All	All	All
Chevrolet	Colorado 4wd	2015	All	All	All	All
GMC	Sierra 4wd	2014 - 2015	All	All	All	All
GMC	Yukon 4wd	2015	All	All	All	All
GMC	Canyon 4wd	2015	All	All	All	All
Cadillac	Escalade 4wd	2015	All	All	All	All

Equipped with 4wd RPO NQH or NQ6

Supersession Statement:

This PI was superseded to update repair direction. Please discard PIP5217A.
The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

Some customers may comment on a service 4wd message and the transfer case is stuck in neutral. This condition only occurs when the customer dinghy tows the vehicle or sets the vehicle up for dinghy towing and disconnects then reconnects the battery as outlined in the owner's manual. Technician will find a c0398 stored in the TCCM (transfer case control module).

Recommendations / Instructions

Note: The software update performed in SUB 15304 will correct the issues covered in this PI. If the customer has any of the above concerns and you update software prior to attempting to duplicate the customers concern the vehicle may already be repaired. 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.

