



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Intermittent Service 4WD Message With Any Of The Following DTCs C0306 C0321 C0387 C0398 C0396 C0569

**Models:** 2013 Chevrolet Silverado Tahoe Suburban Avalanche  
2013 GMC Sierra Yukon  
Equipped with 4wd RPO NP0 NQF or NQH

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 4 wheel drive message displayed in the driver's information center. Diagnostic trouble codes may include any one of, or any combination of the following C0306 C0321 C0387 C0398 C0396 C0569.

### Recommendation/Instructions

Review the wiring schematics for the related diagnostic trouble code. Recent warranty reviews of transfer case control module and transfer case actuator motors have returned a high number of no trouble found parts and subsequent warranty claims for wiring repairs related to X109. Before replacing transfer case control module or actuator motors review terminals at X109 for proper tension, crimp, fully seated and overall condition. Along with X109 terminals in X3 of the transfer case control module has been a culprit for diagnostic trouble codes C0306, C0387 and C0569 as this connector houses the motor AB circuits (1552/1553). For diagnostic trouble code C0321 circuit 1342 at X109 has been an area to inspect thoroughly.

### Warranty Information

For vehicle wiring harness repairs under warranty please use one of the following most appropriate labor operations.

| Labor Operation | Description            | Labor Time                         |
|-----------------|------------------------|------------------------------------|
| N6650           | Terminal Replacement   | Use Published Labor Operation Time |
| N6655           | Harness Replacement    | Use Published Labor Operation Time |
| N6654           | Connector Reconnection | Use Published Labor Operation 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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