



Service Bulletin

PRELIMINARY INFORMATION

Subject: Service 4 Wheel Drive Message With DTCs C0398 Or C0326 Setting When Vehicle Operated Below 32 Degrees (0 C)

Models: 2014 Chevrolet Silverado 1500
2015 Chevrolet Silverado 1500, Suburban Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra 1500 Yukon Yukon XL
2015 Cadillac Escalade
4 Wheel drive equipped with RPO NQH or NPO

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 in the DIC. Technicians may find that the vehicle has a C0398 or C0326 stored in the Transfer Case Control Module.

Recommendation/Instructions

Ensure that the TCCM has the latest software/calibration files. DO NOT re-program with the existing software. Record the freeze frame records and clear the codes. Then operate the vehicle in all available transfer case positions.

If any diagnostic trouble codes reset then perform published diagnostics.

If no diagnostic trouble codes reset and if the vehicle is operated in areas where the ambient temperature is below 32 * F (0°C), then advise the customer that G.M. engineering is investigating this issue and this PI will be updated when a repair is available. Dealers with a technical assistance case will be sent a communication when a repair is available.

To prevent the condition from occurring while a fix is developed, please instruct the customers to perform the following

1. PRIOR to shutting ignition off select the 2wd position on the transfer case shift control knob/switch.
2. Instruct customers to wait for the DIC "Shift In Progress" message to go away and 2wd shift indicator light in the switch to turn on solid. This will ensure that the transfer case is in the 2wd position when the vehicle is shut off.
3. Turn ignition switch OFF.

After startup and during normal driving conditions customers may use any transfer case modes.

Note: If the transfer case shift control switch is left in any other position (4Hi, Auto or 4Lo) during shut down these code(s) could be set. If this is the case, transfer case range selection will only be allowed when dtcs are cleared.

If the above procedure does not work please call technical assistance at the number you have been provided.

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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