



# Service Bulletin

Bulletin No.: 20-NA-050

Date: March, 2020

## TECHNICAL

**Subject: Rough Shifting, Surging, Jerk/Lurch While Accelerating from a Stop Just After Shifting Out of 4LO, Service 4WD Message Displayed on the Driver Information Center (DIC), Malfunction Indicator LAMP (MIL) Illuminated - DTCs P17D4, P215B, P279A and/or P279B Set**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2014	2020				
Chevrolet	Colorado	2015	2019				
	Silverado	2014	2018				
	Silverado LD						
	Silverado 1500 (New Model)	2019	2019				
	Silverado (New Model - 12th VIN Digit=7)						
	Silverado 2500/3500	2019	2020				
	Silverado 1500	2020	2020				
	Suburban	2014	2020				
	Tahoe						
GMC	Canyon	2015	2019				
	Sierra	2014	2018				
	Sierra Limited						
	Sierra 1500 (New Model)	2019	2019				
	Sierra 2500/3500	2019	2020				
	Sierra 1500	2020	2020				
	Yukon	2014	2020				

<b>Involved Region or Country</b>	North America, Europe, Russia, Middle East, Israel, Chile, Columbia, Ecuador, Paraguay, Uruguay, Peru, Japan, South Korea, China and Thailand.
<b>Additional Options (RPOs)</b>	NQF: TRANSFER CASE-ELECTRIC SHIFT CONT, TWO SPEED, ALUM NQH: TRANSFER CASE-ACTIVE, TWO SPEED, SWITCH ACTIVATED, ALUM NQ6: TRANSFER CASE-2 SPD, ACTIVE, PART TIME 4WD, L/H DROP, LOW RATIO 2.72:1
<b>Condition</b>	Some Customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> <li>• Rough shifting</li> <li>• Surging</li> <li>• Jerk/lurch, especially while accelerating from a stop just after shifting out of 4LO</li> <li>• Service 4WD message on the DIC</li> <li>• MIL illuminated</li> </ul>

	<p>Some technicians may find one or more of the following DTCs set in the Engine Control Module (ECM):</p> <ul style="list-style-type: none"> <li>• P17D4: Transfer Case Neutral Range Detected in High or Low Range</li> <li>• P215B: Vehicle Speed - Output Shaft Speed Not Plausible Vehicle Speed - Output Shaft Speed Not Plausible</li> <li>• P279A: Transfer Case High Range Incorrect Ratio</li> <li>• P279B: Transfer Case Low Range Incorrect Ratio</li> </ul>
<b>Cause</b>	This condition may be caused by the customer improperly shifting the transmission out of neutral or applying the gas pedal before the transfer case shifts completely out of 4LO.
<b>Correction</b>	<p>Advise customer to refrain from shifting the vehicle out of neutral or applying the gas pedal before the transfer case shifts out of 4LO. The vehicle owner's manual provides the correct procedure that should be followed when shifting the transfer case out of 4LO.</p> <p>Correction Repair Procedure:</p> <ol style="list-style-type: none"> <li>1. Engage Ignition On.</li> <li>2. Engage Park Brake.</li> <li>3. Engage Transmission Neutral.</li> <li>4. Clear DTCs with Scantool.</li> <li>5. Switch vehicle to power mode OFF and wait for 2 minutes to allow for the bus and ECM to sleep.</li> <li>6. Start vehicle.</li> <li>7. Confirm no codes or Service 4x4 message on DIC is present.</li> <li>8. Shift Transfer Case through 2HI, 4HI, 4LO, N and back to 2HI, to confirm the Transfer Case Range shift is functioning properly.</li> </ol> <p>If the Transfer Case cannot shift through all of the modes noted above or if there are any abnormal conditions present, perform the diagnostics within Service Information.</p>

## Parts Information

No parts are required for this repair.

## Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3087118*	Clear DTCs and Cycle Transfer Case Modes	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	Released March 03, 2020

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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