



Service Bulletin

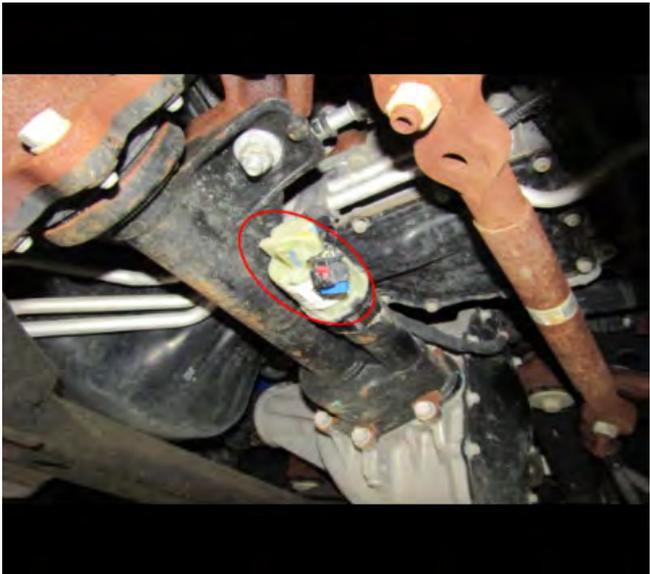
Bulletin No.: 20-NA-209

Date: October, 2020

TECHNICAL

Subject: Service 4WD Message Illuminated on Driver Information Center (DIC), DTCs C118D, C119B and/or C119C Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/ 3500HD	2019	2020			All	All
GMC	Sierra 2500HD/ 3500HD	2019	2020				

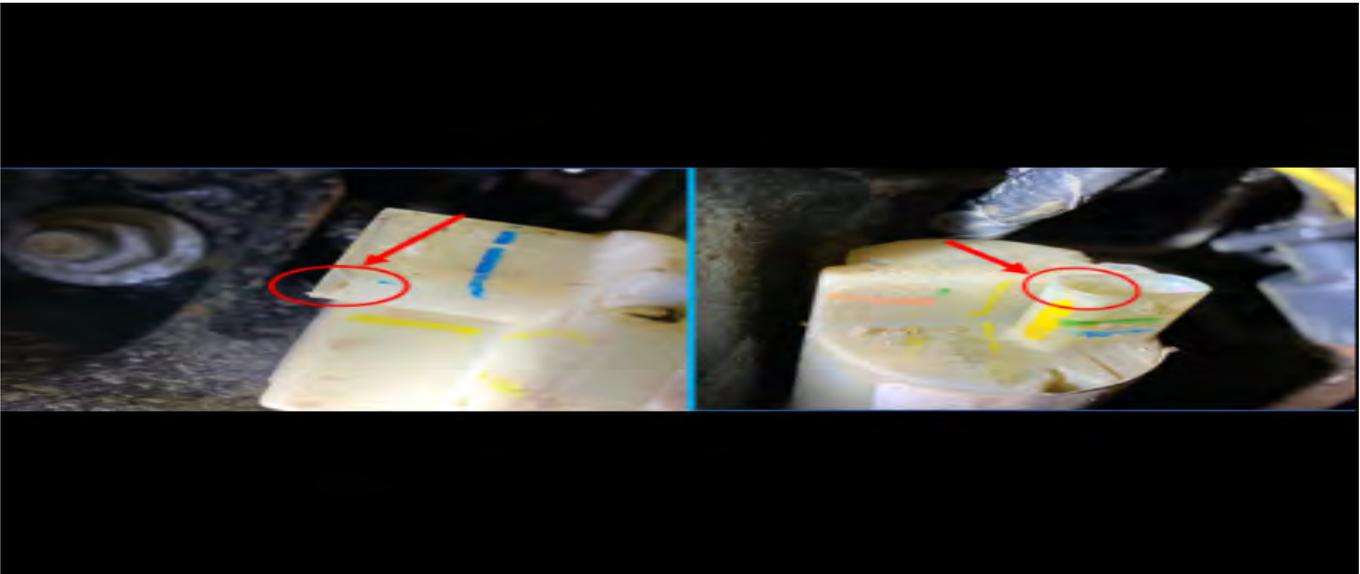
Involved Region or Country	North America, Israel, Saudi Arabia, Chile
Additional Options (RPOs)	
Condition	Some customers may comment on seeing a Service 4WD message illuminated in the DIC, Technicians may find DTCs C118D, C119B and/or C119C Set.
Cause	The cause of the condition may be water intrusion and corrosion within the front differential actuator connector and the electrical harness connector terminals.
Correction	<div style="text-align: right; margin-bottom: 10px;">5660054</div>  <p>Scan for DTCs and verify if C118D, C119B, and / or C119C are present. If any of the listed DTCs are present, inspect the front drive axle actuator electrical connector for signs of moisture, corrosion at the pins, or damage to the actuator housing.</p> <p>Note: Examples of damage to the actuator housing and the harness connector seal, are shown at the start of the Service Procedure below.</p> <p>Also inspect the electrical wire harness connector for any damage to the internal seal or signs of moisture and corrosion. If any of the listed conditions such as moisture, corrosion, or damage are present on either component, replace BOTH the front drive axle actuator and the electrical wiring harness that connects to the actuator.</p>

Service Procedure



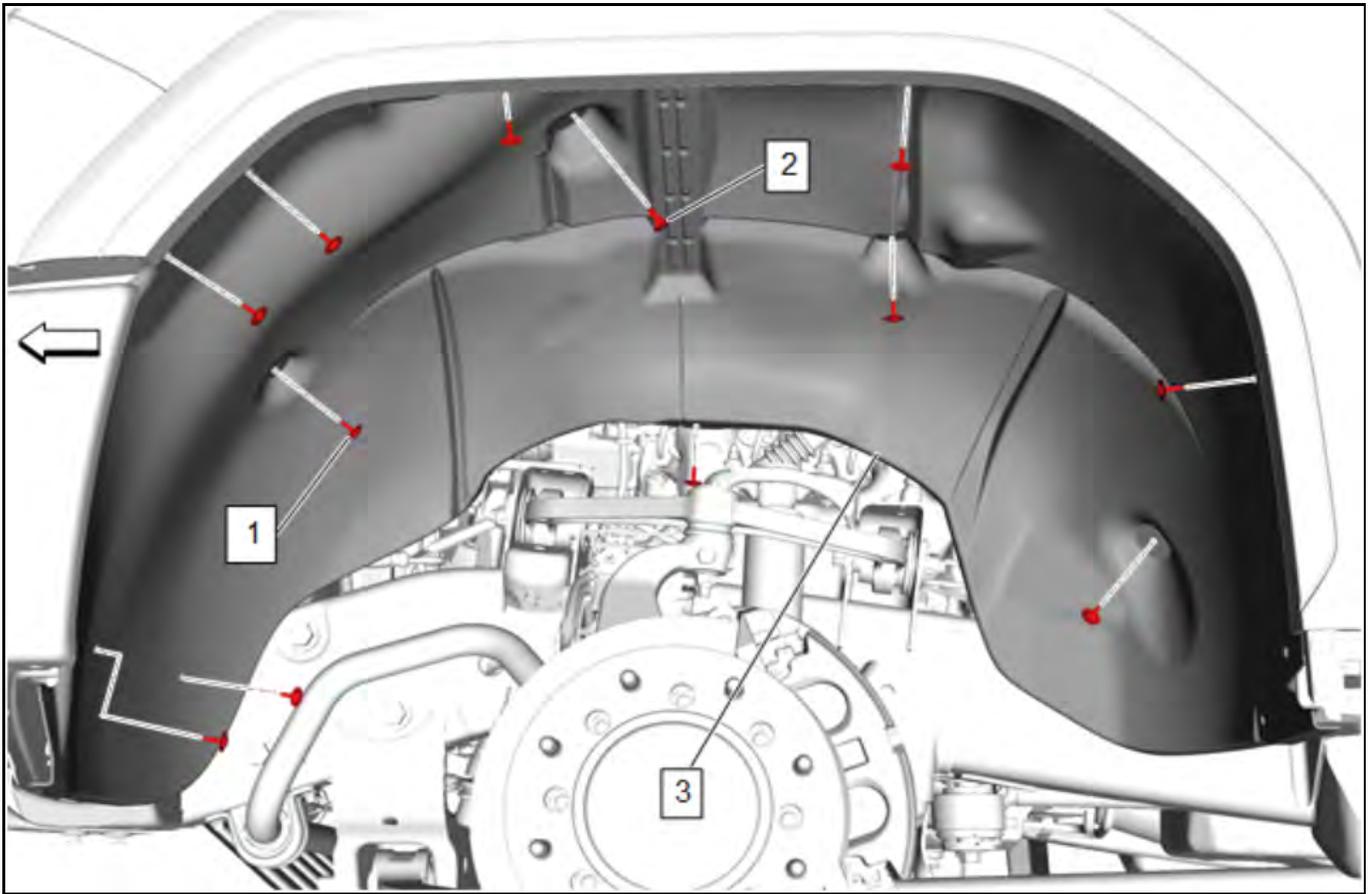
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Electrical Harness Connector Seal Damage

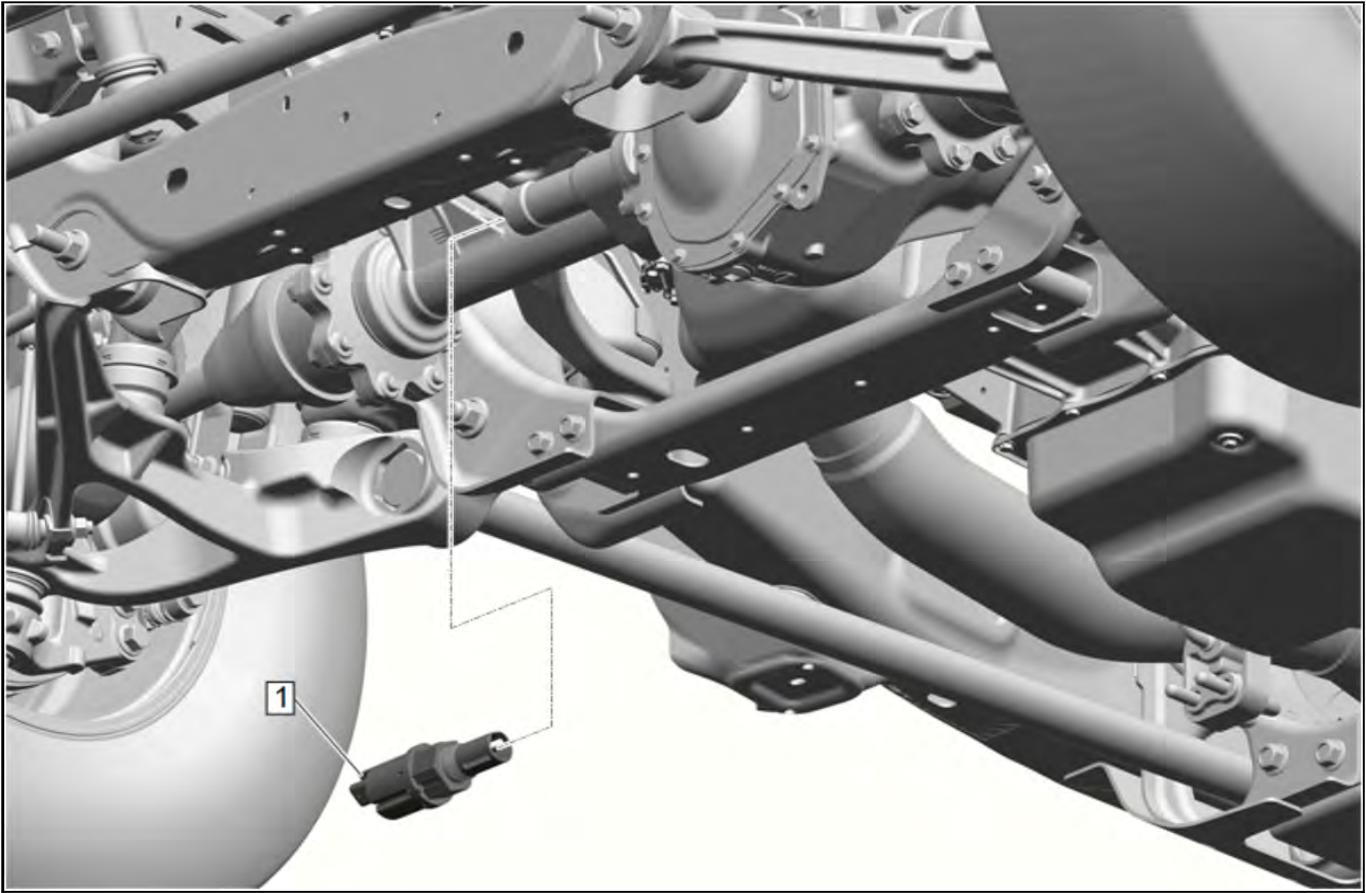


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Front Drive Axle Actuator Housing Damage



1. Remove the left front tire and wheel assembly, and the left front wheelhouse liner (3). Refer to *Front Wheelhouse Liner Replacement*, in SI.



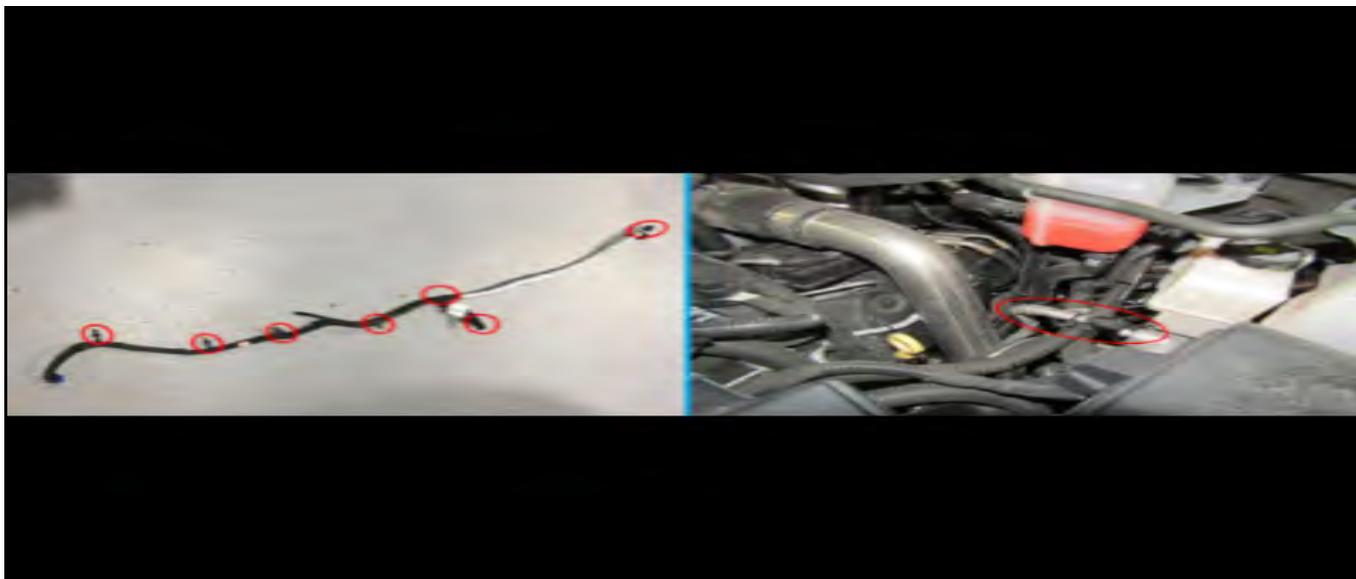
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2. Remove the underbody skid shield and the front drive axle actuator (1). Refer to *Front Drive Axle Actuator Replacement*, in SI.



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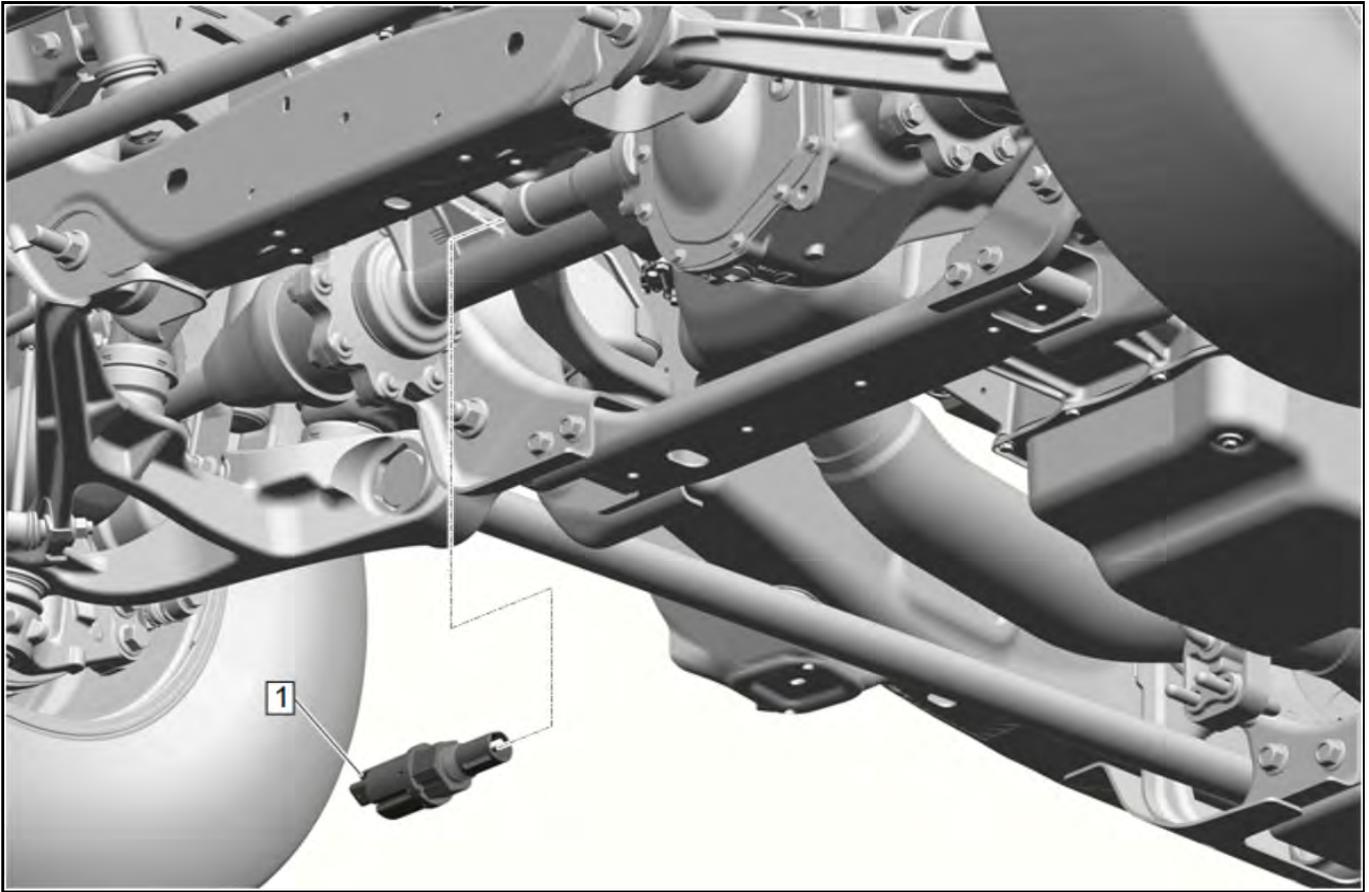
3. Working from the lowest point upward, remove the front drive axle actuator harness assembly. Note the harness routing and original location of the retainers and disconnect the retainer adjacent to the shock mount last.



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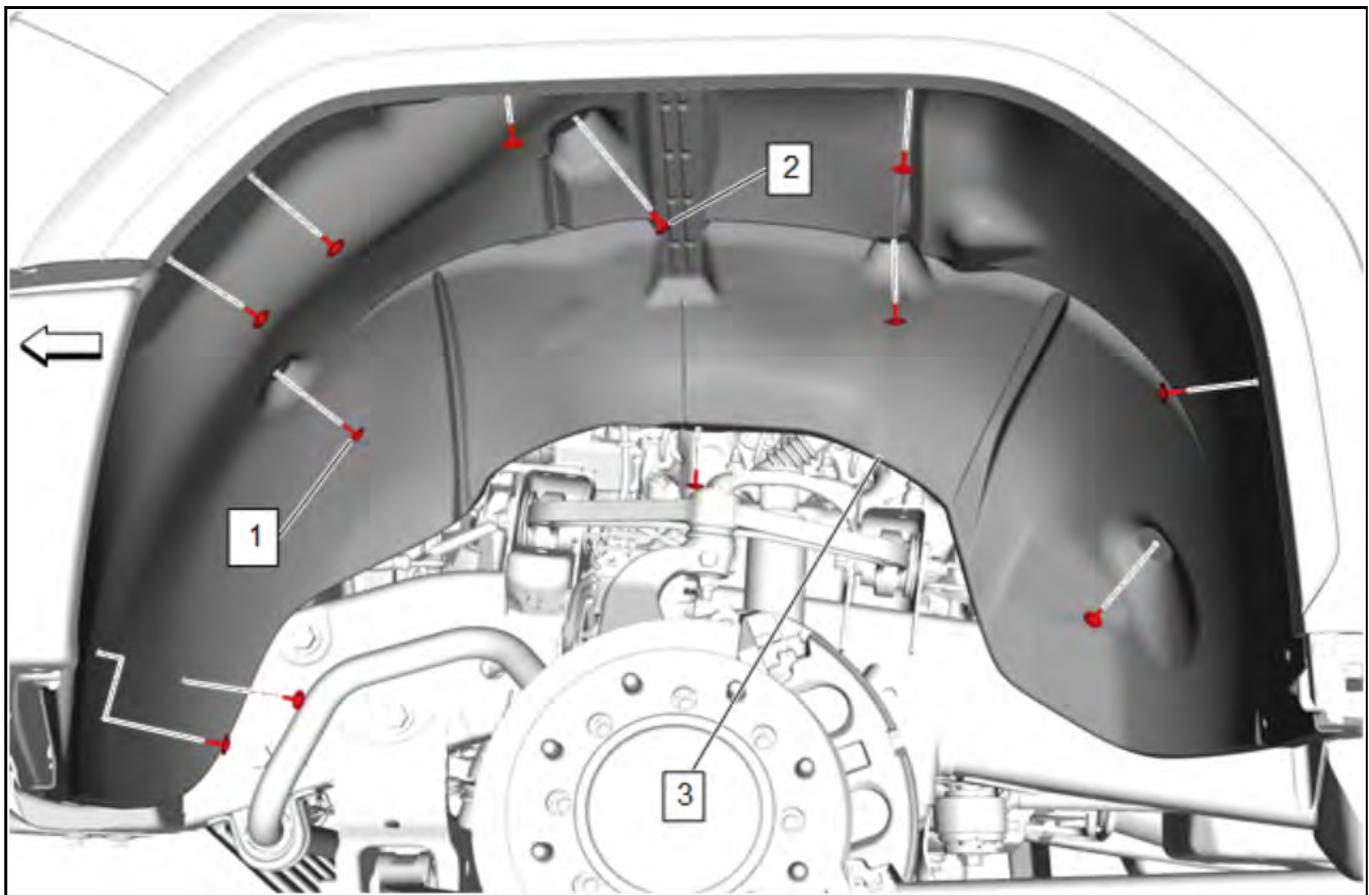
Note: There are seven retainers that secure the harness to the vehicle.

4. Connect the retainer adjacent to the shock mount first, then route and install the new front drive axle actuator harness.



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5. Install the new front drive axle actuator (1) and reinstall the underbody skid shield. Refer to *Front Drive Axle Actuator Replacement*, in SI.



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6. Reinstall the left front wheelhouse liner (3) and the left front tire and wheel assembly. Refer to *Front Wheelhouse Liner Replacement*, in SI.
7. Remove the support and lower the vehicle.

Parts Information

Causal Part	Description	Part Number	Qty
X	ACTUATOR ASM-FRT DRV AXLE	84756932	1
X	HARNESS ASM-TRFER CASE SEL SHFT CONT SW W	84801336	1

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
3087168*	Front Drive Axle Actuator and Electrical Harness Replacement	1.3 hr.

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released October 23, 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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