



Bulletin No.: PIP5834

Published date: N/A

## Preliminary Information

### PIP5834 Service 4wd message with DTC C119E

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 2500 HD/3500 HD	2020 - 2022	All	All	All	MGM, MGU
GMC	Sierra 2500 HD/3500 HD	2020 - 2022	All	All	All	MGM, MGU

<b>Involved Region or Country</b>	<b>North America</b>
<b>Additional Options (RPO)</b>	<b>NQH</b>
<b>Condition</b>	<b>Service 4wd message with DTC C119E symptom 5A Stored in the TCCM</b>
<b>Cause</b>	<b>Under Engineering investigation</b>

#### Condition/Concern:

#### THIS INFORMATION ONLY APPLIES TO NQH WITH SYMPTOM BYTE 5A

Some customers may comment on a service 4 wheel drive message displayed in the IPC. Technicians may find DTC C119E Sym 5A as a current or history code. Dealers may have a hard time duplicating the concern and may not reset on test drive.

If unable to duplicate concern and there are no other transfer case related DTCs ask the customer if the message seemed to appear after an ABS event in 4WD HI. If the customer is unsure drive the vehicle in 4WD HI in conditions where an ABS activation can be duplicated safely and see if the condition can be repeated. It may take several ABS events to reproduce the condition.

If the concern can be duplicated under these conditions then go into GDS and look in transfer case data under the Engineering Data 3 data list and record the Transfer Case Clutch High Value and Transfer Case Clutch Low Value on the repair order for later use.

If the Transfer Clutch High Value is below 5 degrees, inform the customer that engineering is investigating and validating a repair. If 4wd is needed use of Auto 4WD may decrease the potential occurrence.

If the Transfer Case Clutch High Value is above 5 degrees continue with published diagnostics.

#### Warranty Information

For vehicles repaired under powertrain coverage please use:

Labor operation	Description:	Time:
3087298	Test drive, verify condition and record data.	.5 Hr.

#### Version History

Version	1
Modified	02/08/2022 - Created on



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