



Service Bulletin

Bulletin No.: 23-NA-185

Date: October, 2023

INFORMATION

Subject: Information on Helping Reduce Customer Concern Not Duplicated (CCND) on Transfer Cases - Service 4WD on the Drivers Instrument Center (DIC), Intermittent Failures, Noise Concerns, Drivers Driveline/Steering Vibration/Shudder, Intermittent DTC's/ Malfunction Indicator Lamp (MIL) Illuminated, Engagement/Disengagement/Ratcheting Concerns

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2020	2023				
Chevrolet	Silverado LD	2019	2019				
	Silverado 1500 (New Model)	2019	2021				
	Silverado 1500 LTD (RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Silverado 1500 New (RPO J22, 12th VIN Digit = 5 or greater)						
	Silverado 1500	2023	2024				
	Silverado 2500HD/3500HD	2020					
	Suburban	2020	2023				
	Tahoe						
GMC	Sierra Limited	2019	2019				
	Sierra 1500 (New Model)	2019	2021				
	Sierra 1500 Limited (RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Sierra 1500 New (RPO J22, 12th VIN Digit = 5 or greater)						
	Sierra 1500	2023	2024				
	Sierra 2500/HD/3500HD	2020					
	Yukon Models	2020	2023				

Involved Region or Country	North America, Middle East, Israel, Palestine, Chile, Paraguay, Uruguay, Peru, Japan, Thailand, Australia, New Zealand, Uzbekistan, Russia, Columbia, Ecuador, GM Korea Company, S. Korea, and Europe.
Additional RPO	NP0 (TRANSFER CASE-ACTIVE, SINGLE SPEED, SWITCH ACTIVATED, ALUM) NQF (TRANSFER CASE-ELECTRIC SHIFT CONT, TWO SPEED, ALUM) NQG (TRANSFER CASE-MANUAL SHIFT CONT, TWO SPEED, ALUM) NQH (TRANSFER CASE-ACTIVE, TWO SPEED, SWITCH ACTIVATED, ALUM)
Condition	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> • Service 4WD on the DIC • MIL illuminated • Intermittent Failures • Noise Concerns • Drivers Driveline/Steering Vibration/Shudder • Intermittent DTC's • Engagement/Disengagement/Ratcheting Concerns
Cause	This condition may be caused by several possible causes.
Information	The flow chart below is intended to help better diagnose the vehicle and eliminate the chances of another visit by the customer.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Service Procedure

Diagnosing CCND Issues		
1. Can you duplicate the complaint?	Yes	Refer to SI for the concern.
NO, move onto 2		
2. Is the problem noise related?	Yes	Refer TSB 19-NA-136.
NO, move onto 3		
3. Is the issue present only on 4HI or 4LO (if equipped)?	Yes	Refer to <i>Four-Wheel Drive in Owner's Manual</i> .
NO, move onto 4		
4. Are there any current DTCs on the scan tool?	Yes	Refer to SI for the concern DTC.
NO, move onto 5		
5. Refer to scan tool for DTC history display.	Yes	Use Freeze Frame Failure Records on the scan tool to find DTCs that are stored in the history of the module.

Diagnosing CCND Issues		
NO, move onto 6		
6. Perform a thorough visual inspection of the area of the vehicle related to the customer concern.	Yes	Replace any damaged part.
NO, move onto 7		
7. Could the issue be intermittent?	Yes	Refer to TSB 22-NA-187.
NO, move onto 8		
8. Verify that the TCCM has the latest calibration through SPS2.	No	Follow instructions on SPS2 programming tool.

Additional information for steps above:

1. The issue reported by the customer might/might not be duplicated by the technician during the visit.
2. Some issues in the transfer case might be able to be duplicated and can also be eliminated with the drain and fill referred on the TSB. Refer to the Symptoms – Transfer Case document in SI for more information on diagnosing noise related concerns.
3. The condition could be normal. Refer to the Owner's Manual, Driving and Operating, Drive Systems, Four-Wheel Drive. When the front driveline is engaged/functioning, additional components start moving and that can increase the noise levels heard in the cabin of the vehicle. If possible, compare to a similarly equipped with similar mileage known good vehicle.
4. Some issues might be related to DTCs that trigger the Service 4WD warning on the dashboard. If that is the case, review the specific SI information pertaining to the DTC to resolve the issue.

5. Check scan tool for DTCs that could have cleared after 40 ignition cycles. This could have caused the customer's concern if the service 4WD light is not on anymore. The Freeze Frame Failure Records screen can be found navigating through the following:
 - ⇒ Module diagnostics
 - ⇒ TCCM
 - ⇒ Diagnostic Trouble Codes
 - ⇒ Freeze Frame Failure Records
 – In most of the cases, DTC's starting with a "C" are the cause of a Service 4WD light on the cluster/dashboard.
6. Check the surroundings of the transfer case for damage in the components that interact with it, check for cut wires, confirm proper terminal tension in the transfer case terminal connector.
7. In some instances, the issue could be related to intermittences coming from the harness. Follow the TSB for more detail on components to check.
8. Make sure the vehicle has the latest software/calibration installed in the TCCM. If not, reflash it with the latest version available following the SPS2 tool directions

Warranty Information

Note: Only select the labor operation that coincides with the repair performed.

Note: If no problem was found after running the diagnostics listed in the bulletin, use **0542709 Transfer Case - Customer Concern Not Duplicated (CCND)**

for vehicles that had an electrical repair use:

Labor Operation	Description	Labor Time
5430902	Wire-to-Wire Repair	Use the Published Labor Operations Time
5430840	Terminal Replacement	

Version	1
Modified	Released October 24, 2023

