



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Service 4WD Message – Transfer Case Stuck in 4WD HI  
Expires with Base Warranty

**MODELS:** 2015 Cadillac Escalade, Escalade ESV  
2015 Chevrolet Silverado, Suburban, Tahoe  
2015 GMC Sierra, Yukon, Yukon XL  
Equipped with RPO NQH Transfer Case

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to reprogram the transfer case control module on **certain** 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Silverado, Suburban, Tahoe, GMC Sierra, Yukon, and Yukon XL vehicles equipped with RPO NQH transfer case. These vehicles may exhibit a service 4WD message when starting the vehicle after it has been turned off with the transfer case control knob set in Auto 4WD.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

## PART INFORMATION

No parts are required for this repair.

## SERVICE PROCEDURE

**Note:** Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- For reference, the Range/Mode switch on the instrument panel of vehicles equipped with an NQH transfer case have 5 positions for the switch (2HI / AUTO / 4HI / 4LO /Neutral). Only vehicles with an NQH transfer case have all 5 switch positions.
- Refer to *Transfer Case Shift Control Module Programming and Setup (NQH)* for additional information on programming the transfer case shift control module.

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module – Programming and follow the on-screen instructions.

**Caution:** After programming the transfer case module, it is essential that the transfer case setup procedure in step 4 is performed to ensure proper transfer case operation.

4. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module – Setup and follow the on-screen instructions.

At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9101065	Transfer Case Shift Control Module Reprogramming with SPS	0.4

**DEALER PROGRAM RESPONSIBILITY**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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GM CUSTOMER CARE AND AFTERSALES  
DCS3439  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 7, 2014

Subject: 14616 – Service Update Bulletin  
Service 4WD Message – Transfer Case Stuck in 4WD HI

Models: 2015 Cadillac Escalade, Escalade ESV  
2015 Chevrolet Silverado, Suburban, Tahoe  
2015 GMC Sierra, Yukon, Yukon XL  
Equipped with (RPO NQH) Transfer Case

To: All Cadillac, Chevrolet, and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New [or Used] Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Service Update Bulletin 14616 today. The total number of U.S. vehicles involved is approximately 82,700. Please see the attached bulletin for details.

A list of VINs not currently loaded into IVH is attached, sorted by BAC code for your convenience.

NOTE: Due to a system issue, the VINS in the attached list will not be loaded until later next week please hold all claims for these VINs until they display in IVH.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated with the initial vehicle population November 8, 2014.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES