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#09-04-21-001: Service 4 Wheel Drive Message - DTC C0387, C0569 Set (Reprogram Transfer Case Control Module) - (May 19, 2009)

Subject: **Service 4 Wheel Drive Message - DTC C0387 C0569 Set (Reprogram Transfer Case Control Module)**

Models: **2009 Cadillac Escalade Hybrid**

2007-2009 Chevrolet Avalanche, Silverado, Silverado Hybrid, Suburban, Tahoe, Tahoe Hybrid

2007-2009 GMC Sierra, Sierra Hybrid, Yukon, Yukon Hybrid, Yukon XL

All Equipped with Transfer Case RPO NQF or NQH

Condition

Some customers may comment that the Service 4 Wheel Drive message is displayed. This may be the result of setting DTC C0387 or DTCs C0387 and C0569. When the code is current, the transfer case system remains inoperative for the rest of the ignition key cycle. For RPO NQF vehicles, both C0387 and C0569 may be set together with or without requesting a transfer case shift. For RPO NQH vehicles, the C0387 may be set when requesting a transfer case mode or range shift. On RPO NQH transfer cases, these DTCs can also be set during normal driving conditions in Auto 4WD, 4HI or 4LO. These DTCs may intermittently set during extreme cold or warm weather, or periods of lower than normal battery charge.

Cause

The Service 4 Wheel Drive message and the resulting DTC(s) set is a result of the Transfer Case Control Module (TCCM) software not updated to the latest version.

Correction

Important: DO NOT replace the TCCM for this condition.

Reprogram the TCCM with the revised calibration and then perform the Clutch Reset Procedure (Motor Learn Procedure).

Important: If DTC C0387 or DTCs C0387 and/or C0569 occur, check connectors and wiring, and service as necessary prior to reprogramming the TCCM.

1. Reprogram the TCCM with the latest software calibration.

   Important: Select the correct calibration files for the appropriate vehicle configuration (body style) and RPO codes.

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2. A revised calibration has been developed to address this condition. Technicians are to reprogram the TCCM using the Service Programming System (SPS) with the latest software available on TIS2WEB. Refer to Transfer Case Shift Control Module Programming and Setup procedures in SI. As always, make sure your Tech 2® is updated with the latest software version.

   Important: A voltage of 10.5 or higher is required to successfully complete the Clutch Reset Procedure without setting DTCs.

3. Perform the Clutch Reset Procedure (Motor Learn Procedure). Refer to Transfer Case High/Low Clutch Reset in SI.
4. Read and clear all the DTCs.
5. Perform the following mode and range shifts: 2HI - 4HI, 2HI - 4LO, 2HI - Neutral.
6. Test drive the vehicle. Use all modes, including 'Auto' mode for RPO NQH vehicles.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
K4121	Transfer Case Shift Control Module Reprogramming with SPS	0.4 hr

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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