

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11534962
Date: Monday, August 7, 2023 1:49:07 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.


Aug 03

Subject: NHTSA tracking number 11534962
To: nhtsa.webmaster@dot.gov

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi I had recently filed a complaint about a transfer case on a 2004 Chevrolet Tahoe with the NP246GM transfer case that has a known issue called pump rub. I haven't heard anything back Is this going to be something I'm responsible for, or will it be a recall with Chevrolet?


Aug 04

Thank you,

Ann-Marie Ambrose
ASRC Federal Holding Company
AAmbrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

ABOUT THE NP246

The original rear case half on 246 units has a design issue where the oil pump rubs against the case causing pin-holes in the soft thin magnesium shell. These pin-holes allow the fluid to seep out and evaporate, leaving the transfer case without proper lubrication and cooling. This happens so gradually that you probably don't realize it until there has been sufficient damage done to the internal mechanisms. This is referred to as "pump rub."



Our unique replacement case half completely eliminates the "pump-rub" issue. These case halves are made of heavy grade aluminum, not the thin magnesium used in the OE cases. In addition, the Transfer Case Express upgrade corrects a snap-ring groove issue and eliminates the need for an adapter plate. Thousands of customers have already told us how much they appreciate the durability and craftsmanship of our parts.

VERIFYING THE MODEL



Before shipping, we will need the **assembly number** from your transfer case to verify that this part fits your