



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Transfer Case May Not Complete A Shift Be Inoperative After Shift Is Completed Possible DTCs C0387 And Or C0569

**Models:** 2007-2009 Chevrolet Silverado  
2007-2009 GMC Sierra  
Equipped With a Magna Transfer Case RPO Code NQF

*This PI was superseded to remove body ring information. Please discard PIP4365C.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some customers may comment that the transfer case is inoperative, difficult to shift or has no torque to the front prop shaft after 4wd is engaged. Vehicles with a NQF transfer case may have the service 4wd light come on. Technicians may find DTCs C0387 and or C0569 in vehicles equipped with a NQF transfer case.

The concern may be caused by the snap ring item #15 on the actuator shaft item #20 is popped out of position. When this occurs the shift fork moves forward and the transfer case may become inoperative.

### Recommendation/Instructions

If the concern is confirmed, the transfer case actuator (encoder motor) should be removed and the technician should manually shift the transfer case through all gear ranges using a pair of pliers or other suitable tool, making sure to protect the shaft splines. If the actuator shaft is bound up or all ranges cannot be obtained, then the transfer case should be removed for internal inspection. If the snap ring is found out of the groove, replacement of the actuator shaft item #20 and snap ring item #15 will be required.

**Notice:** The new actuator shaft may be a second design and have a different appearance that changes the position of the snap ring. This change will not affect the operation of the shaft or transfer case. When replacing the shaft the cam will also need to be replaced as noted in the parts catalog. Pin kit #19 may also be needed.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
8420450	Front Output Shaft Front Bearing Replacement	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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