



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
4-Wheel Drive Transfer Case Adapter Housing  
Expires with Base Warranty

**MODELS:** 2013 Chevrolet Silverado HD  
2013 GMC Sierra HD  
Equipped with 4WD and 6-Speed Automatic Transmission (MW7)

**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 inspect the transfer case adapter housing for two specific build codes on **certain** 2013 Chevrolet Silverado and GMC Sierra HD vehicles, equipped with 4WD and 6-speed automatic transmission (MW7). If the housing has one of the two codes, dealers are to test drive the vehicle and, if necessary, install a new transfer case adapter housing.

The front and rear machined surfaces of the transfer case adapter housing on these vehicles may not be parallel to each other. This could cause harsh downshifts, a "bump" feeling when coasting, or a grinding noise on deceleration. These conditions may be more noticeable in the tow/haul mode and when using engine braking without using the service brakes.

**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.

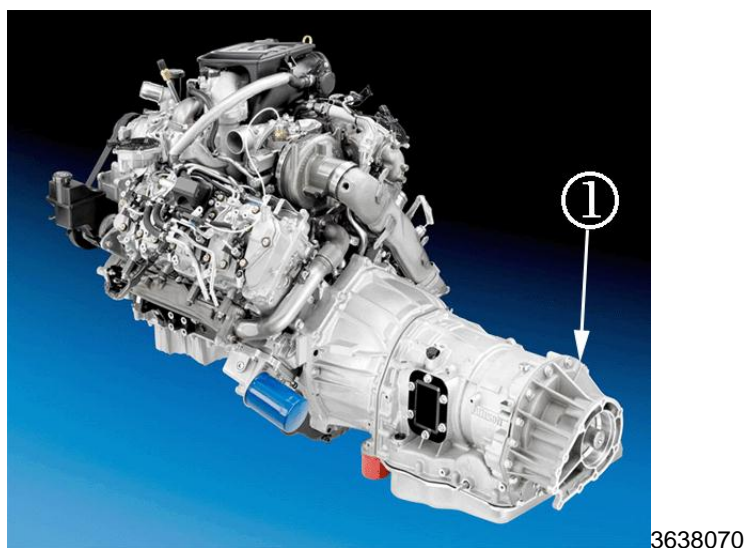
### PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

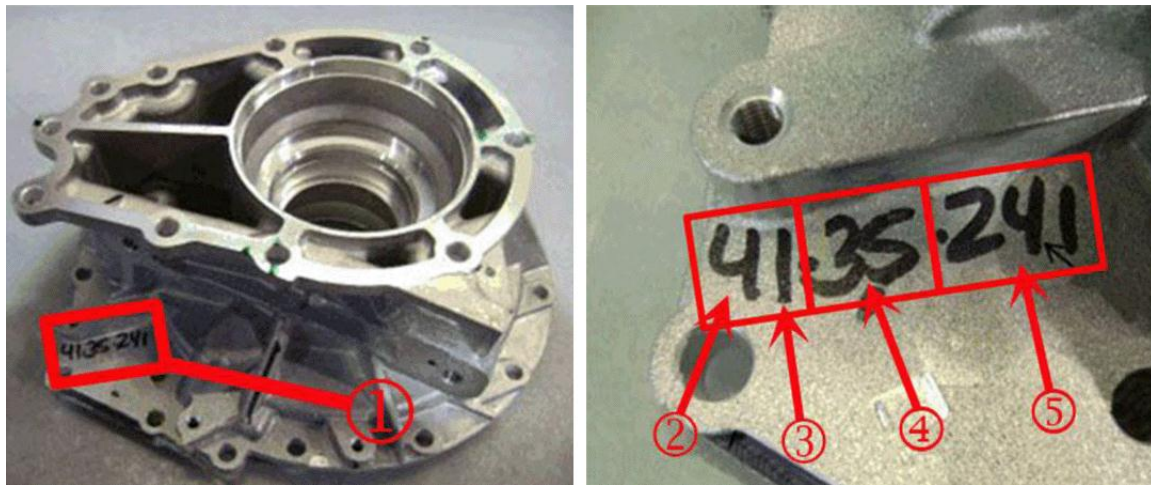
Part Number	Description	Quantity/Vehicle
24258440	ADAPTER, TRFER CASE	1
29536941	GASKET, A/TRNS CASE EXTN	1
29547443	NUT, OUTPUT SHF RET	1
88861037-US 19264717-CA	FLUID, A/TRANS DEXRON VI	12
24263164	GASKET, TRFER CASE ADAP	1
88996648	RETAINER, TRANS FLUID CLR PIPE CONN	2
29536834	SEAL, TRANS FLUID FIL TUBE	1
15126137	GASKET, CTLTC CONV	1
22913281	CLAMP, PROP SHF SLIP YOKE BOOT	2
15898003	RING, PROP SHF UJT SPIDER BRG RET	4
11611401	BOLT, TRANS MT	2

### SERVICE PROCEDURE

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



2. Locate the traceability number on the transmission low reverse clutch housing (1). The traceability number was written with a black paint marker.



Numbers shown in the photograph above do NOT fall under the suspect parts. (1) Location of Traceability Numbers. (2) Machine Number (3) Fixture Number (4) Shift Sequence Number (5) Machine Julian Date.

3. Determine the traceability number written on the low reverse clutch housing. The number includes a machine number, fixture number, shift sequence number and machine Julian date. Refer to the photograph to review the breakdown of the traceability number.
    - If the traceability number includes a machine and fixture number of black 31 or 32 and machine Julian date of 254, proceed to step 4.
    - If the traceability number includes machine and fixture numbers other than black 31 or 32 or a Julian date other than 254, no further action is required. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
  4. Drive trucks in tow/haul mode with exhaust brake enabled for 10 minutes.
    - 4.1 Reach a speed of 89 km/h (55 mph).
    - 4.2 Decelerate (coasting at zero throttle to utilize engine braking, no service braking) from 89 km/h (55 mph) for 10-15 seconds. Repeat deceleration from 72 km/h (45 mph). Perform on a slight downgrade where possible.
    - 4.3 Observe transmission operation for harsh downshifts, a periodic slip/bump that may be described as if a heavy weight were dropped in the bed of the truck, or the vehicle was rear ended. The transmission may also produce a grinding or rattle noise.
      - If the test drive produces these symptoms, replace the 4WD extension housing. Proceed to step 5.
      - If the test drive does NOT produce these symptoms, no further action is required. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
- Note:** The transmission MUST be removed from the vehicle and placed on a stand with the rear of the transmission pointing up to replace the low reverse clutch housing.
5. Remove low reverse clutch housing. Refer to *Low and Reverse Clutch Piston and Output Carrier Assembly Removal* in SI.
  6. Install new low reverse clutch housing. Refer to *Low and Reverse Clutch Piston Housing Installation* in SI.

**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>
9100214	Inspect Traceability Number – No Further Action Req'd	0.3
9100215	Inspect Traceability Number & Test Drive Audit – No Further Action Req'd	0.5
9100216	Replace Low Reverse Clutch Housing (inc. inspect & test drive audit)	7.2

**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 CUSTOMER CARE AND AFTERSALES  
DCS3086  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 12, 2013

Subject: 13346 – Service Update Bulletin  
4-Wheel Drive Transfer Case Adapter Housing

Models: 2013 Chevrolet Silverado and GMC Sierra HD Vehicles Equipped  
with 4WD and 6-Speed Automatic Transmission (MW7)

To: All Chevrolet and GMC Dealers

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

General Motors is announcing Service Update Bulletin 13346 today. The total number of U.S. vehicles involved is approximately 600. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated November 12, 2013. A list of involved vehicles in dealer inventory is attached to this message.

**Service Update Bulletin (SUB) Information Link**

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES