

Customer Satisfaction Program

17048 Transfer Case Actuator Motor Brake Sticks



Reference Number: N172081900

Release Date: March 2017
Revision: 00

Attention: This program is in effect until March 31, 2019.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2017	2017	NQH	Automatic Transfer Case
Chevrolet	Colorado	2017	2017	NQ6	Automatic Transfer Case
Chevrolet	Silverado LD	2017	2017	NQH	Automatic Transfer Case
Chevrolet	Suburban	2017	2017	NQH	Automatic Transfer Case
Chevrolet	Tahoe	2017	2017	NQH	Automatic Transfer Case
GMC	Canyon	2017	2017	NQ6	Automatic Transfer Case
GMC	Sierra LD	2017	2017	NQH	Automatic Transfer Case
GMC	Yukon	2017	2017	NQH	Automatic Transfer Case

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2017 model year Cadillac Escalade, Chevrolet Silverado LD, Suburban, and Tahoe, and GMC Sierra LD and Yukon vehicles equipped with an automatic transfer case (RPO NQH), and Chevrolet Colorado and GMC Canyon vehicles equipped with an automatic transfer case (RPO NQ6), may have a condition in which the transfer case actuator motor brake sticks in the open position inside the transfer case actuator assembly. If 1) the actuator motor brake sticks open, 2) the vehicle is on surface with angle greater than 0 but less than 2 degrees, 3) the vehicle is parked in 4LO, 4) the system is warm, and 5) the vehicle ignition is turned "Off," there is potential for vehicle rollback due to the range fork slipping into neutral. The brake sticking condition will set diagnostic trouble code C0326 58 and a "Service AWD" warning will appear on the driver information center.
Correction	Dealers are to replace the transfer case actuator assembly.

Parts

Quantity	Part Name	Part No.
1	Actuator Asm. – Four Wheel Drive Transfer Case	84109212
As Required	Dexron VI Automatic Transmission Fluid (Colorado/Canyon Only) Use BULK Dexron VI or appropriate part number	88865601 (US) 19264717 (CAN)

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103027	Inspect Transfer Case Actuator Number - No Further Action Required	0.2	ZFAT	N/A
9103028	Replace Actuator Asm. – Four Wheel Drive Transfer Case (Includes Inspection) Colorado and Canyon All Full Size Trucks	0.5 0.7	ZFAT	N/A

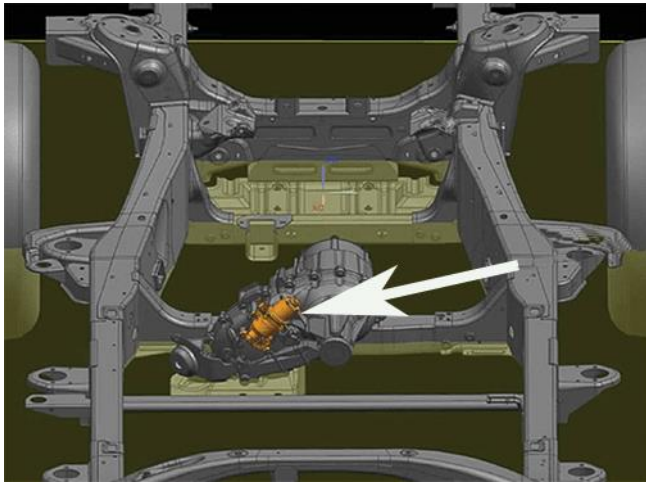
Service Procedure

1. Raise the vehicle on a service hoist. Refer to *Lifting and Jacking The Vehicle* in SI.

TIP: Use a digital camera or cell phone to capture the serial number located on the white information label.

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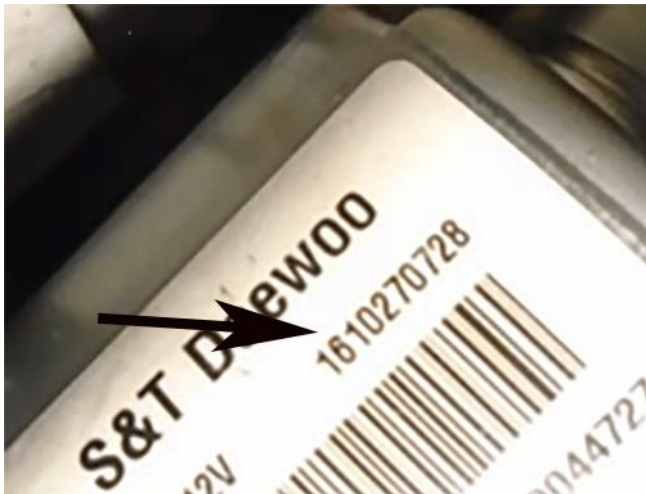
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2. Locate the information label on the transfer case four wheel drive actuator assembly. Record the 10 digit serial number.
 - If the motor does not fall within the range of **1610140257** and **1610192840** the actuator motor does not require replacement, and no further action is required.
 - If the motor does fall within the range of **1610140257** and **1610192840** the actuator motor requires replacement. Proceed to step 3 below.

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3. Replace the transfer case four wheel drive actuator. For Colorado and Canyon vehicles, refer to *Transfer Case Four Wheel Drive Actuator Replacement* in SI. For all other affected vehicles, refer to *Transfer Case Two/Four Wheel Drive Actuator Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through March 31, 2019. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through March 31, 2019, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.



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March 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2017 model year Cadillac Escalade; Chevrolet Colorado, Silverado LD, Suburban, or Tahoe; GMC Canyon, Sierra LD or Yukon vehicle may have a condition in which the transfer case actuator motor brake sticks in the open position inside the transfer case actuator assembly. If 1) the actuator motor brake sticks open, 2) the vehicle is on surface with angle greater than 0 but less than 2 degrees, 3) the vehicle is parked in 4LO, 4) the system is warm, and 5) the vehicle ignition is turned "Off," there is potential for vehicle rollback due to the range fork slipping into neutral. The brake sticking condition will set diagnostic trouble code C0326 58 and a "Service AWD" warning will appear on the driver information center.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the transfer case actuator assembly. This service will be performed for you at **no charge until March 31, 2019**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17048

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4369
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 6, 2017

Subject: 17048 - Customer Satisfaction Program
Transfer Case Actuator Motor Brake Sticks

Models: 2017 Cadillac Escalade
2017 Chevrolet Colorado
2017 Chevrolet Silverado LD
2017 Chevrolet Suburban
2017 Chevrolet Tahoe
2017 GMC Canyon
2017 GMC Sierra LD
2017 GMC Yukon

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 17048 today. The total number of U.S. vehicles involved is approximately 6,100. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on March 16, 2017.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 7, 2017. A list of involved vehicles is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS