

Service Update

17426 Transfer Case Shift Indicator May Indicate Incorrect Position



Reference Number: N172128080

Release Date: November 2017
Revision: 00

Attention: 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2018	2018	NQG	Transfer Case-Manual Shift
GMC	Sierra				

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 2018 model year Chevrolet Silverado and GMC Sierra vehicles, equipped with the manual shift transfer case (RPO NQG), may have a condition in which the transfer case shift linkage rod bolt torque is less than specified. Over time this bolt could loosen enough to allow the transfer case shift indicator to be inaccurate; or the bolt could fall off causing the transfer case to remain in its previous position and the shifter to be non-functional.
Correction	Tighten the transfer case shift linkage rod bolt to the specified torque.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103498	Tighten Transfer Case Control Linkage Bolt to Specification	0.3	ZFAT	N/A

Service Procedure

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



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2. Locate the transfer case control rod.

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3. Identify the control rod adjusting bolt.



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4. Tighten the control rod adjusting bolt to **20 N.m. (15 lb. ft.)**.

Dealer 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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Date: November 9, 2017

Subject: 17426 - Service Update
Transfer Case Shift Indicator May Indicate Incorrect Position

Models: 2018 Chevrolet Silverado
2018 GMC Sierra
Equipped with manual shift transfer case (RPO NQG)

To: All General Motors Dealers

General Motors is releasing Service Update 17426 today. The total number of U.S. vehicles involved is approximately 120. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 10, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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