

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5081  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 28, 2019

Subject: N192265570 - Service Update – US Only  
Transfer Case Clunk Noise

Models: 2020 Chevrolet Silverado HD 4WD  
2020 GMC Sierra HD 4WD  
Equipped with Diesel Engine, 8 Cyl, 6.6L (RPO L5P)

To: All General Motors Dealers

General Motors is releasing Service Update N192265570 today. The total number of U.S. vehicles involved is approximately 32. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 28, 2019. A complete list of involved vehicles is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N192265570 Transfer Case Clunk Noise



Release Date: June 2019

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 HD 4WD	2020	2020	L5P	Engine-Diesel, 8 Cyl, 6.6L, V8, Turbo, Duramax
GMC	Sierra HD 4WD				

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.

<b>Condition</b>	Certain 2020 model year Chevrolet Silverado HD and GMC Sierra HD vehicles may have misalignment between the transmission output shaft and the transfer case input. Transfer case to transmission misalignment could cause the transfer case shift collar to slip out of engagement. Customers may experience noise, vibration, or harshness issues such as a clunk noise heard during coast down event.
<b>Correction</b>	Dealers will perform a road test inspection and retorquing the transfer case if necessary.

### Parts

Quantity	Part Name	Part No.
2	Transmission Mount Bolt	11548787

It is estimated that there are only 32 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104569	Inspect Only – Road Test	0.3	ZFAT	N/A
9104570	Transfer Case Retorque Procedure – includes road test inspection	2.5	ZFAT	N/A

### Service Procedure

1. Drive vehicle up to 40 mph on a smooth, flat road.
2. Allow vehicle to decelerate by coasting in drive to below 10 mph (do not use the brakes).
3. Listen and feel for bumps or clunks from the underbody.
  - Repeat steps 1-3 at least 8 times.
  - If a bump or clunk is heard from the underbody, proceed to step 4.
  - If no bump or clunk is heard after steps 1-3 have been repeated 8 times, no further action is required.
4. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
5. Remove the transfer case skid shield. Refer to *Transfer Case Skid Shield Replacement* in SI.
6. Remove the three transmission mount nuts.

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7. Remove the rubber hose from the transmission crossmember by removing the bolt and rosebud clip, as shown.
8. Remove the transmission crossmember by removing the four bolts attaching it to the frame.
9. Remove the transmission mount from the transmission. Discard the transmission mount bolts.
10. Loosen (but do not remove) all 12 transfer case bolts. It may be helpful to use a screw jack to raise and lower the transmission to allow access to all the bolts.



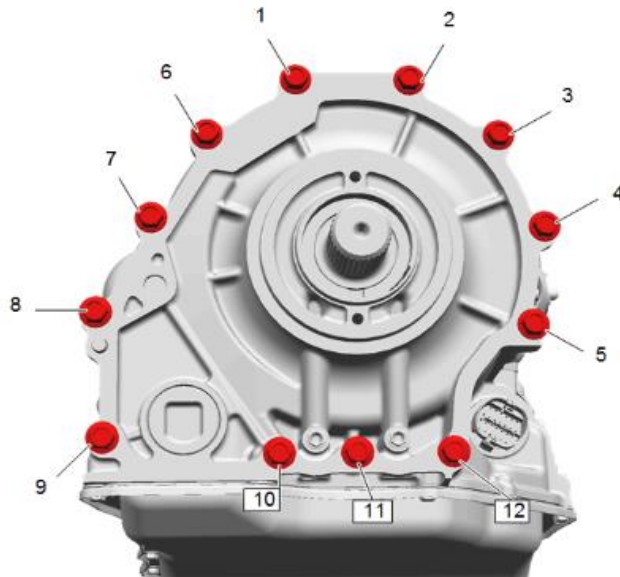
5368740

**Note:** It is critical that the gap be a minimum of ½ inch, but no more than 1 inch.

11. Slide the transfer case rearward until there is a gap of ½ inch to 1 inch between the transmission and the transfer case as shown.
12. Slide the transfer case forward until it is contacting the transmission again.

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**Caution:** When you get to bolts 10, 11, and 12 in the sequence in step 13, it is **critical** that you remove the bolts and clean the threads on the bolt and in the transmission with brake cleaner, then blow out the hole with compressed air to ensure there is no fluid left in it. Failure to do this may lead to stripped threads.

13. Tighten the 12 transfer case bolts in the sequence shown. Torque to 41 ft-lb (55Nm).
14. Install the transmission mount on the transmission using two new bolts. Torque to 74 ft-lb (100Nm).
15. Install the transmission crossmember. Torque the four transmission crossmember bolts to 85 ft-lb (115Nm).
16. Lower the transmission onto the crossmember.
17. Install the three transmission mount nuts and torque to 33 ft-lb (45 Nm) plus 50 degrees.
18. Reinstall the rubber hose to the transmission crossmember. Torque the 10mm bolt to 6.5 ft-lb (9 Nm).
19. Clean all residual fluid from transfer case and transmission.
20. Reinstall the transfer case skid shield. Refer to *Transfer Case Skid Shield Replacement* in SI.
21. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

#### 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.

