

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5109
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 6, 2019

Subject: N192222300 - Customer Satisfaction Program
Transfer Case Oil Leak

Models: 2019 Chevrolet Silverado 1500 (New Model)
2019 GMC Sierra 1500 (New Model)
Equipped with Single Speed Transfer Case (RPO NP0) or 2-Speed
Transfer Case (RPO NQH)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192222300 today. The total number of U.S. vehicles involved is approximately 788. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 21, 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 7, 2019. 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

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N192222300 Transfer Case Oil Leak



Release Date: August 2019

Revision: 00

Attention: This program is in effect until August 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 (New Model)	2019	2019	NP0	Single Speed Transfer Case
GMC	Sierra 1500 (New Model)			NQH	2-Speed 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 2019 model year Chevrolet Silverado 1500 (New Model) and GMC Sierra 1500 (New Model) vehicles, equipped with a single speed transfer case (RPO NP0) or 2-speed transfer case (RPO NQH), may have a condition in which the transfer case could leak oil if the vehicle is operated frequently with the transfer case in Auto or 4HI. The oil leak could lead to abnormal clutch operation.
Correction	Dealers are to replace the front output shaft seal.

Parts

Note: Only select the parts that coincide with the repair performed. Caution: Choose one of the applicable part numbers below that are required when performing the oil/fluid change. Do NOT use any other oil/fluid for this repair.

Quantity	Part Name	Part No.
1	Transfer Case Front Output Shaft Oil Slinger	84433259
1	Clamp, Transfer Case Front Output Shaft Boot	84124171
1	Transfer Case Front Output Shaft Seal	84124168
1	Automatic Transmission Fluid (Dexron VI)	88865601 (US) 19367328 (CAN) 88865754 (MEX) 88865887 (Middle East) Obtain Locally in Compliance with GM Spec 9986153 & GMW1644 (all other countries)

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
9104561	Front Output Shaft Seal Replacement	1.5	ZFAT	N/A

Special Tools

DT-51329-A

J-36614

Customer Satisfaction Program

N192222300 Transfer Case Oil Leak



Service Procedure

1. Remove the Front Axle Propeller Shaft. Refer to *Front Axle Propeller Shaft Replacement* in SI.



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2. Install DT-51329-A on the transfer case front output shaft seal slinger as shown above.



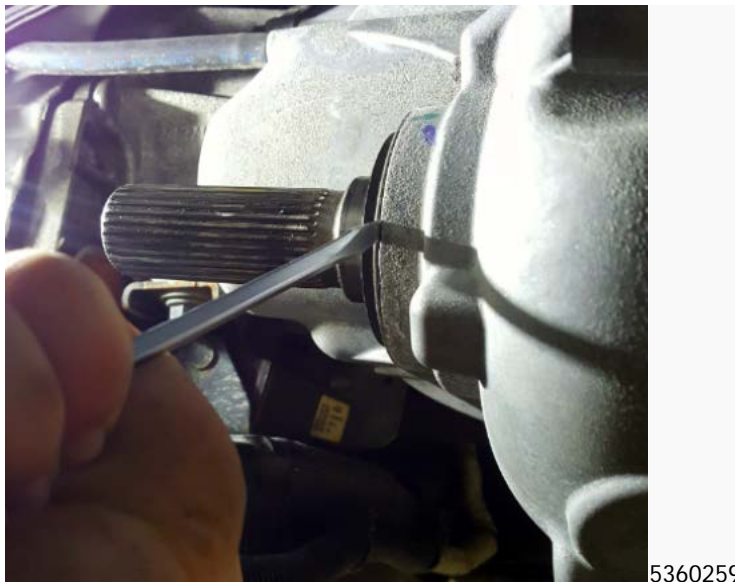
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3. Using a standard 3-jaw puller, remove the slinger from the output shaft seal.

Caution: Take care not to damage the transfer case when prying the front output shaft seal out. If the transfer case is damaged excessively during seal removal, the new seal may not seal properly after installation.

Customer Satisfaction Program

N192222300 Transfer Case Oil Leak



4. Using a flat head screwdriver, pry the front output shaft seal out of the transfer case.
5. Install the new seal in the transfer case. Using a mallet and a 3/8ths extension, carefully tap the seal in around the outer perimeter of the seal until it is fully seated.
6. Using J36614, drive the new slinger onto the front output shaft seal using a rubber or plastic mallet until it is seated flush against the transfer case.
7. Wipe the front output shaft and front output shaft seal off with a rag to clean off any metal slivers produced by driving the slinger onto the output shaft seal.
8. Reinstall the Front Axle Propeller Shaft. Refer to *Front Axle Propeller Shaft Replacement* in SI.
9. Check the transfer case fluid level and add fluid if necessary. Refer to *Transfer Case Fluid 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/repaired 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 August 31, 2021. 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 August 31, 2021, 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

Customer Satisfaction Program

N192222300 Transfer Case Oil Leak



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.

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.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

N192222300 Transfer Case Oil Leak



August 2019

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado or 2019 model year GMC Sierra may have a condition in which the transfer case could leak oil if the vehicle is operated frequently with the transfer case in Auto or 4HI. The oil leak could lead to abnormal clutch operation.

Your satisfaction with your Silverado or Sierra 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 front output shaft seal. This service will be performed for you at **no charge until August 31, 2021**. 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)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. 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.

Neelie O'Connor
Executive Director
North America Contact Center Operations

N192222300