Service Bulletin

Bulletin No.: 19-NA-216
Date: October, 2019

TECHNICAL

Subject: Noise, Vibration, and/or Harshness Issues/Clunk Noise Heard During Coast Down Event

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500/3500	2020	2020				
GMC	Sierra 2500/3500						

Involved Region or Country	North America, Middle East, Israel
Additional Options (RPOs)	NQF (TRANSFER CASE-ELECTRIC SHIFT CONT, TWO SPEED, ALUM) NQH (TRANSFER CASE-ACTIVE, TWO SPEED, SWITCH ACTIVATED, ALUM)
Condition	Some customers may comment on one or more of the following conditions: • Noise • Vibration • Harshness issues such as a clunk noise heard during coast down event
Cause	This condition may be caused by a 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.

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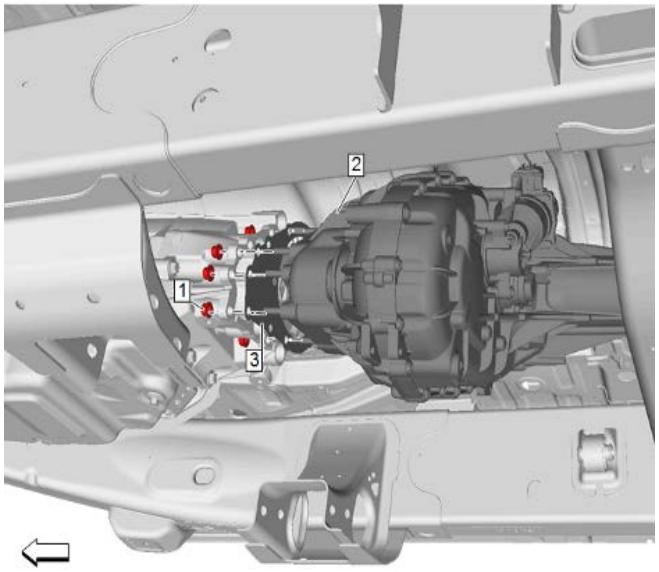
Correction	 5411622 Perform road test: 1. Drive vehicle up to 40 mph (64 km/h) on a smooth, flat road. 2. Allow vehicle to decelerate by coasting in drive to below 10 mph (16 km/h) (do not use the brakes). 3. Listen and feel for bumps or clunks from the underbody. ⇒ Repeat steps 1-3 at least 8 times. • If the noise is NOT from the transfer case (2), refer to SI for further diagnostics. • If the noise has been verified to be from the transfer case, refer to the Service Procedure below.

Service Procedure

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. If equipped, remove the skid shields. Refer to *Transfer Case Skid Shield Replacement* in SI.
3. Remove the three transmission mount nuts.

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4. Remove the rubber hose from the transmission crossmember by removing the bolt and rosebud clip, as shown.
5. Remove the transmission crossmember by removing the four bolts attaching it to the frame.
6. Remove the transmission mount from the transmission. Discard the transmission mount bolts.

Note: It may be helpful to use a screw jack to raise and lower the transmission to allow access to all the bolts.

7. Loosen (but do not remove) all 12 transfer case bolts.

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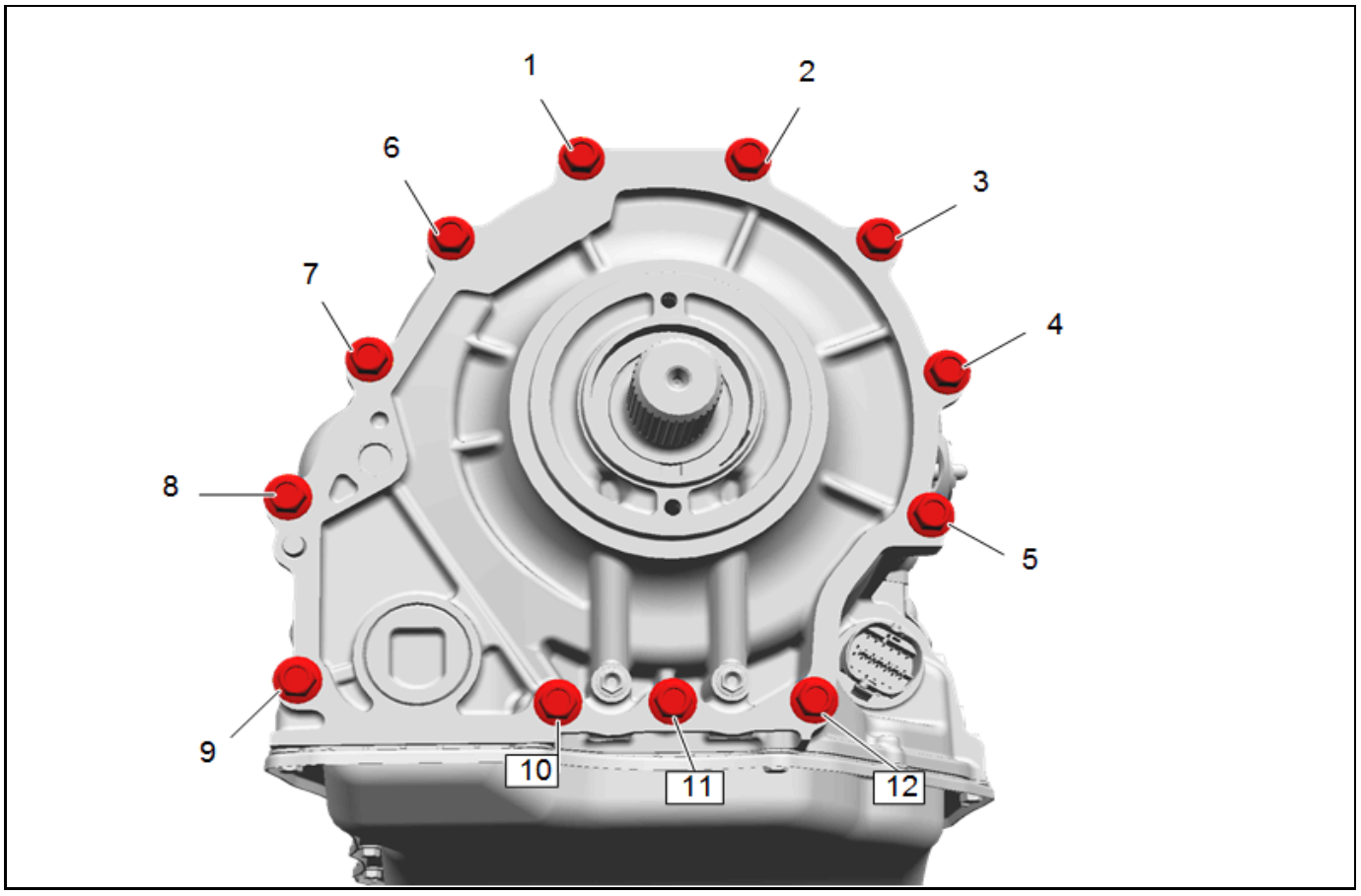
Note: It is critical that the gap be a minimum of ½ inch (13 mm) , but no more than 1 inch (25 mm).

8. Slide the transfer case rearward until there is a gap of ½ inch to 1 inch (13 mm to 25 mm) between the transmission and the transfer case.
9. 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.

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

Parts Information

Causal Part	Description	Part Number	Qty
N/A	Transmission Mount	11548787	2

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8480898*	Diagnostic Time for Transfer Case Misalignment	0.3 hr
Add	Transfer Case Fasteners Re-Torque and Road Test	2.5 hrs
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released September 19, 2019 Revised September 30, 2019 - Update Correction section and add Service Procedure section.

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

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