GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5327
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 13, 2020

Subject: N192255550 - Customer Satisfaction Program
Transfer Case Bearing Setting Incorrect

Models: 2019 Chevrolet Silverado MD

To: All General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N192255550 today. The total number of U.S. vehicles involved is approximately 14. Please see the attached bulletin for details.

Customer Letter Mailing
The customer letter mailing will begin in early March 2020.

Global Warranty Management (GWM)
The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 13, 2020. A 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

Customer Satisfaction Program

N192255550 Transfer Case Bearing Setting Incorrect – US Only

Release Date: February 2020 **Revision:** 00

Attention:	**This program is in effect until February 28, 2022.** **ONLY Chevrolet Medium Duty dealers can complete this recall repair.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado MD	2019	2019		

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 MD vehicles may have a condition in which the transfer case bearing setting may be out of specification. This condition may cause a potential slow fluid leak from the transfer case area and with an increasing fluid leak over time. If the leak is not addressed, there would be a potential increase in noise and lead eventually to a loss of propulsion if the unit fails.
Correction	Dealers will re-adjust the transfer case bearing setting.

Parts

No parts are required to complete this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104995	Transfer Case Output Shaft Bearing Adjustment (using brass drift) Add: Disconnect Propeller Shaft and use Special Tool	0.3 0.5	ZFAT	*

*** Freight Charges may be applied to warranty claim if necessary.**

Special Tools

The special tool can be obtained from the Warranty Parts Center (WPC) using the Tool Request Form located on Global Connect>Service Department>Service Forms Application>General Information tab>Tool Request Form. Instructions for submitting are on the form. Request WPC844.

IMPORTANT: If the tool is not returned to the WPC within 10 days the repairs will be debited, with an additional $500 charge for the lost special tool.

Please return to:

WPC
Attn: Ed Laskowski
45 Northpointe Dr.
Lake Orion, MI 48359

Do not ship COD dealer freight account number must be used.

Dealer can recuperate freight charges by applying them to the warranty claim.

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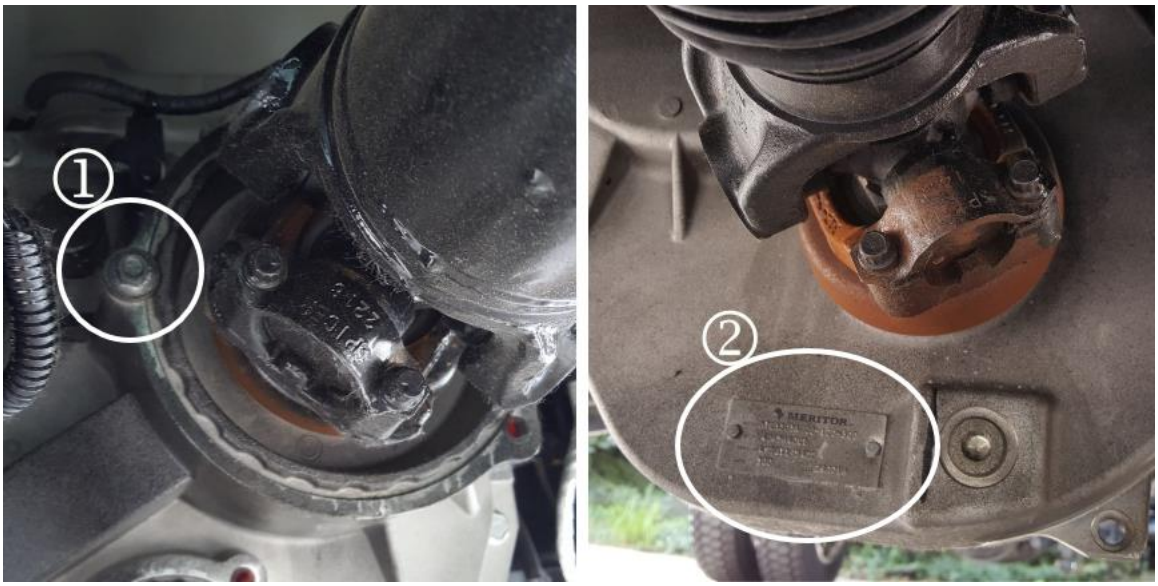
Service Procedure



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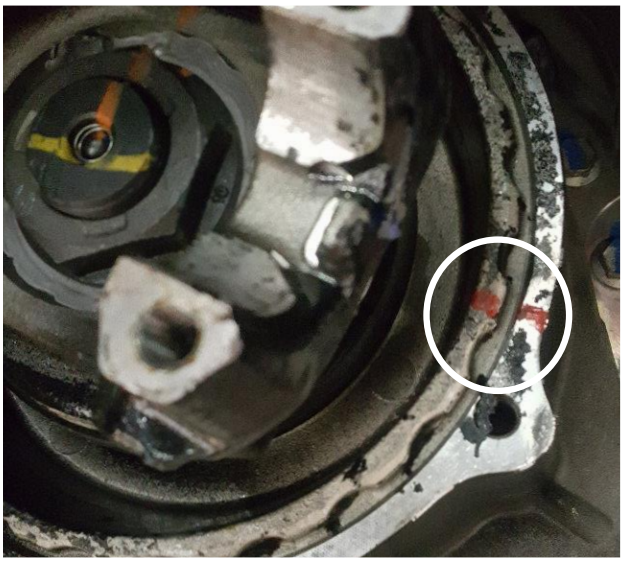
1. Locate the adjustment locking bolt on the rear output shaft of the transfer case (1), and the transfer case serial number label on the lower front side of the transfer case (2), as shown here.
2. Remove the adjustment locking bolt from the rear output shaft of the transfer case.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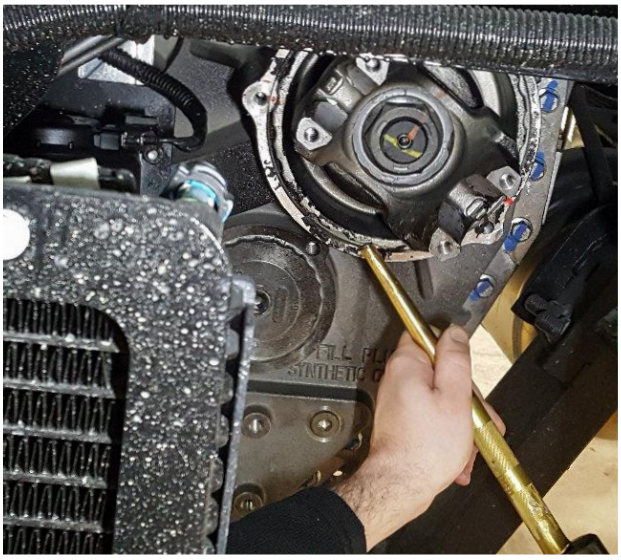
3. Using a paint pen, make a mark on the bearing adjuster and transfer case as shown to track how far it has been rotated.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4. Using a brass drift (as shown) rotate the bearing adjustor in a clockwise direction the specified number of teeth from the table shown below. The number of teeth you will need to rotate the bearing adjuster is determined by the transfer case serial number.

Number of Teeth to Rotate	**2**	**3**	**5**
Serial Number	LRS01268204	LRS01262113	LRS01274207
	LRS01274195	LRS01272427	LRS01262090
	LRS01272414	LRS01278158	
	LRS01279693	LRS01266231	
	LRS01274233	LRS01266258	
	LRS01278145	LRS01266326	
	LRS01274220	LRS01272401	
	LRS01279668	LRS01279681	
	LRS01278143	LRS01278170	
	LRS01274170	LRS01278140	
	LRS01278182	LRS01274221	
	LRS01257915		
	LRS01278141		
	LRS01274183		
	LRS01279654		
	LRS01266244		
	LRS01274232		
	LRS01274245		

5. If the bearing adjustment is too stiff to rotate with a brass drift, contact the Warranty Parts Center to obtain a special bearing adjustment tool per the instructions above.

   5.1. To use the special tool, first remove the propeller shaft from the transfer case output shaft yoke. Refer to Two Piece Propeller Shaft Replacement in SI.

   5.2. *Using* a bungee cord, hang the propeller shaft out of the way so you have access to the transfer case bearing.

Untitled Project.mp4
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   5.3. *Rotate* the bearing adjuster clockwise as shown in the video. Once you have rotated it the appropriate number of teeth per the chart, stop and remove the adjustment tool.

   5.4. Reinstall the propeller shaft. Refer to *Two Piece Propeller Shaft Replacement* in SI.

6. Reinstall the adjustment locking bolt and torque to 50 ft-lb (68 N-m).

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 February 28, 2022. 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, through February 28, 2022, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to 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.

Customer Notification

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

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

N192255550 Transfer Case Bearing Setting Incorrect – US Only

March 2020

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

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado MD vehicles may have a condition in which the transfer case bearing setting may be out of specification. This condition may cause a potential slow fluid leak from the transfer case area and with an increasing fluid leak over time. If the leak is not addressed, there would be a potential increase in noise and lead eventually to a loss of propulsion if the unit fails.

Your satisfaction with your Silverado MD 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 re-adjust the transfer case bearing setting. This service will be performed for you at **no charge until February 28, 2022**. 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)
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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 Silverado MD vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N192255550