

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5459
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 28, 2020

Subject: N202300240 - Customer Satisfaction Program
Transfer Case Leak

Models: 2019 Chevrolet Silverado 4500 HD / 5500 HD / 6500 HD

To: All General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N202300240 today. The total number of U.S. vehicles involved is approximately 616. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on August 11, 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 29, 2020 or sooner. 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

N202300240 Transfer Case Leak



Release Date: July 2020

Revision: 00

Attention: ONLY Chevrolet Medium Duty dealers can complete this recall repair.

This program is in effect until August 31, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500 HD/5500 HD/6500 HD	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 4500 vehicles, may have a condition of a transfer case fluid leak below the front input shaft bearing retainer or at the idler pulley bearing retainer.
Correction	Dealers are to inspect and if necessary, replace two o-rings on the transfer case.

Parts

Quantity	Part Name	Part No.
2	O-Ring	19405791
3	40W full synthetic oil that meets SAE J2360 or Meritor 081 (Quart, Obtain Locally)	NPN
1	Loctite 242*	19333511

*One container will service 24 vehicles. Order accordingly.

It is estimated that only 616 involved vehicles will require parts 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
9105159	Inspect Transfer Case Serial Number	0.2	ZFAT	N/A
9105160	Replace two Transfer Case Bearing Carrier O-Rings (Includes Inspection)	0.9	ZFAT	*
9105161	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	**
9105162	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

* The amount identified in “Net Item” should represent the actual sum total of the current GMCC&A Dealer net price for SAE 40 W Synthetic Oil needed to perform the required repairs, not to exceed \$30.00 USD.

Note: To avoid having to “H” route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

** For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

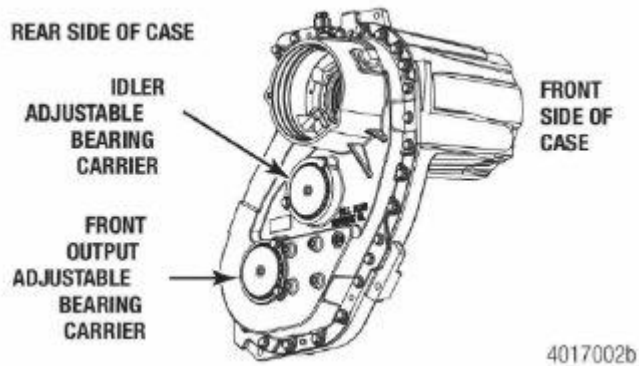
*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

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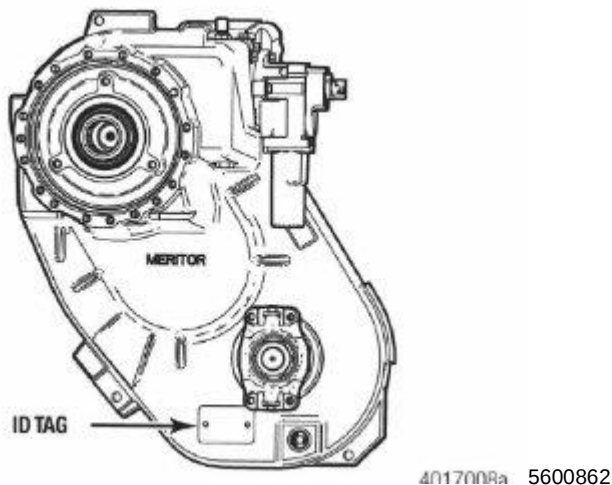


Service Procedure



5600859

This bulletin provides instructions for identifying and replacing the adjustable bearing carrier O-rings on MTC-3203-AD02-100-300 model transfer cases. These procedures apply only to the forward output and idler adjustable bearing carriers. These procedures apply only to MTC-3203-AD02-100-300 model transfer cases. Refer to TSB #16-NA-158: U.S. Dealer Special Tool Loan Program for information on how to obtain the *Front Output / Idler Bearing Adjusting Ring Tool 13-191-01-02*.



Note: Some vehicles may have chassis paint overspray on the transfer case identification label, making it difficult to read. If this condition exists, verify the VIN is in the specified Special Coverage population. In addition, ensure the oil leak is sourced from the idler and/or front output adjustable bearing carrier.

1. Locate the identification tag on the front of the transfer case.
2. Check and record the serial number on the transfer case ID tag.

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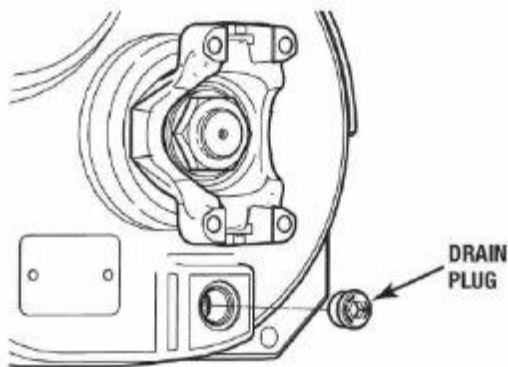


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3. If the serial number is between LRS01290649 and LRS01318770, proceed with the repair. If the serial number is outside of the specified range, no further action is required. If an oil leak is present on a transfer case outside of the specified serial number range, use SI diagnostic steps to repair the leak.

Note: If a leak is discovered, note which adjustable bearing carrier location shows evidence of the leak.

4. Thoroughly clean the rear side of the transfer case prior to any disassembly.

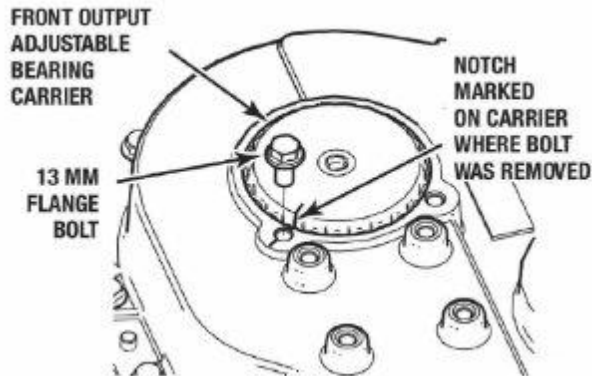


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5. Using a 10mm Allen-head wrench, remove the magnetic drain plug from the front transfer case cover. Completely drain the oil.
6. Clean the magnetic drain plug using a clean cloth. Using a 10mm Allen-head wrench, reinstall the plug and tighten to 42-48 lbs-ft (57-65Nm).

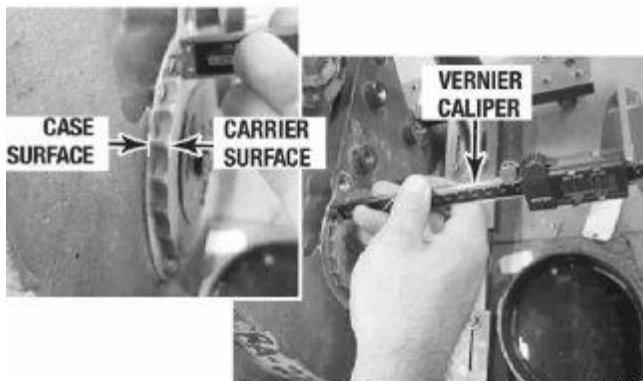
Note: Only ONE adjustable carrier should be serviced at a time. Do not remove both at the same time.

Note: This step is to mark the orientation of the adjustable carrier to the case, so it can be installed in the same position during re-assembly. The bearing preload is set by the manufacturer using the adjustable bearing carriers. It is critical that the removed carrier is threaded back to its exact original location upon reassembly.



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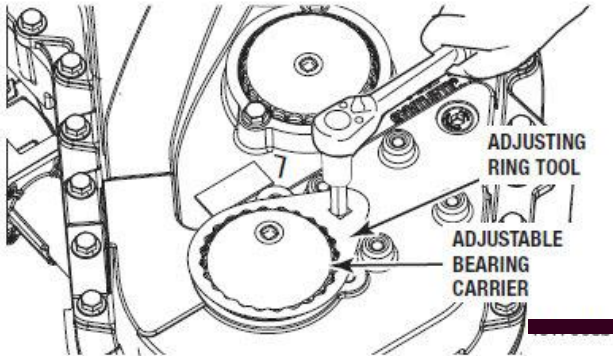
7. Beginning with the front output adjustable bearing carrier, mark the exact notch/position of the case and carrier where the 13mm retaining flange bolt is located. With the carrier to case position marked, remove the retaining bolt. DO NOT rotate the carrier until AFTER the reference mark has been made.



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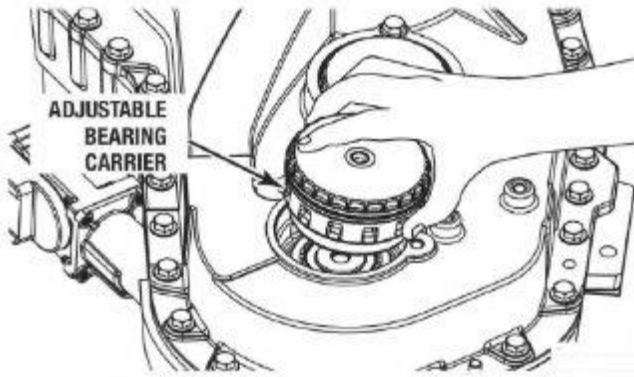
8. Using the back of a Vernier caliper depth gage, measure the distance the adjustable bearing carrier is standing off the case surface. This measurement will be used as a secondary reference during the reinstallation to make sure the adjustable bearing carrier is threaded back into the same location.

NOTE: Measurement must be obtained from the same location on the carrier/case upon reassembly.



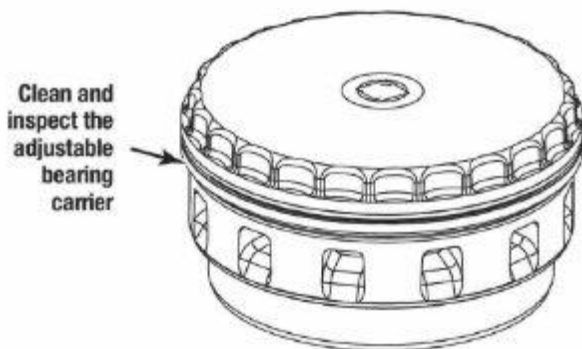
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9. Using special tool *Front Output / Idler Bearing Adjusting Ring Tool 13-191-01-02* slowly begin to rotate the adjustable carrier counter-clockwise while counting the full revolutions past your original starting mark.

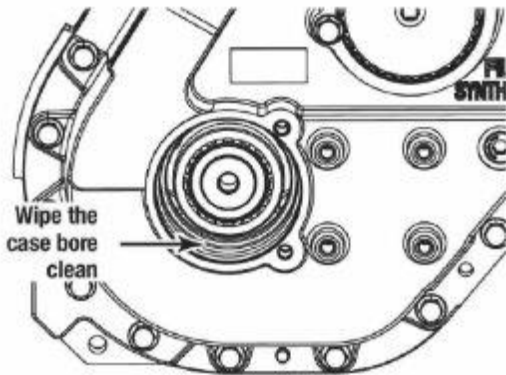


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10. Remove and discard the original O-ring from the adjustable bearing carrier.

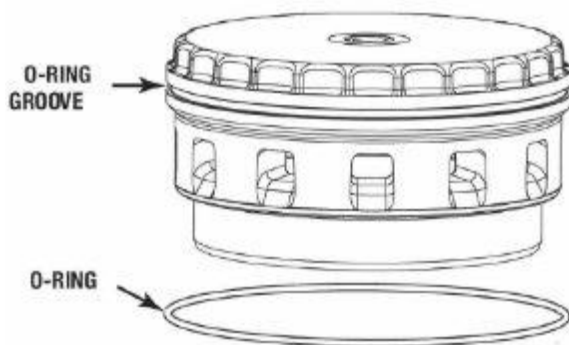


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11. With a clean cloth, clean and inspect the case bore and adjustable bearing carrier for any damage from corrosion or debris.

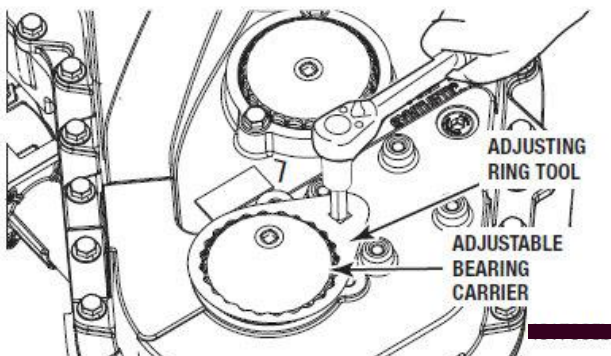


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12. Carefully install the new O-ring into the O-ring groove on the adjustable bearing carrier. Use a small amount of SAE 40W oil as a lubricant for reassembly.

Caution: Use care when installing the adjustable bearing carrier to avoid damaging the O-ring.

Note: You must count the rotations of the carrier during installation to return it to its originally installed position.



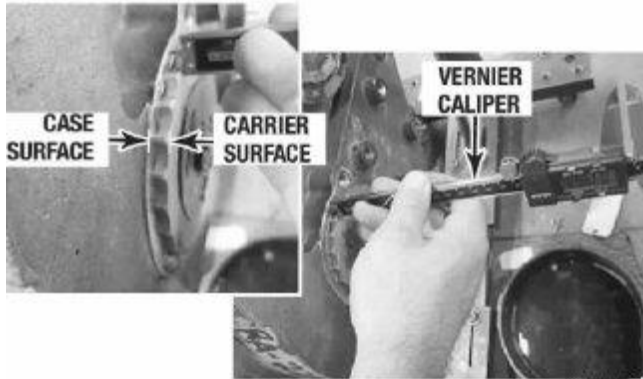
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13. In the clockwise direction, carefully start the threads of the adjustable bearing carrier back into the case bore, using caution to not damage the O-ring. Once the carrier threads are engaged with the case, begin to thread the carrier clockwise while counting the rotations until the carrier stops rotating past your original reference mark. Note the carrier will only rotate slightly past the original reference mark. At this time, the carrier should be positioned in the preloaded state. Rotate the carrier counter-clockwise slightly until the original reference mark on the carrier is lined up with the original reference mark on the case.

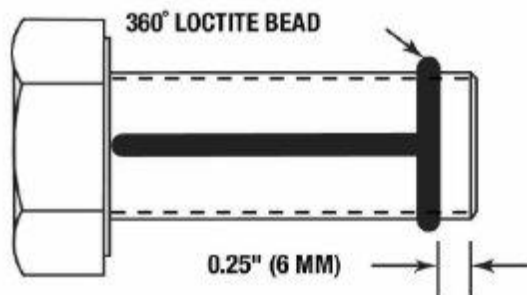
Note: Bearing preload is set by Meritor using the adjustable bearing carriers. It is critical to a proper repair that the removed carrier is threaded back to its exact original location when installed.



5600926

14. Using the Vernier caliper, verify the carrier depth measurement is within 0.039in. (1.0mm) of the original reference measurement. If the carrier is not within 0.039in. (1.0mm) of the original reference, remove the adjustable bearing carrier and reinstall.

LOCTITE 242 THREADLOCKER APPLICATION

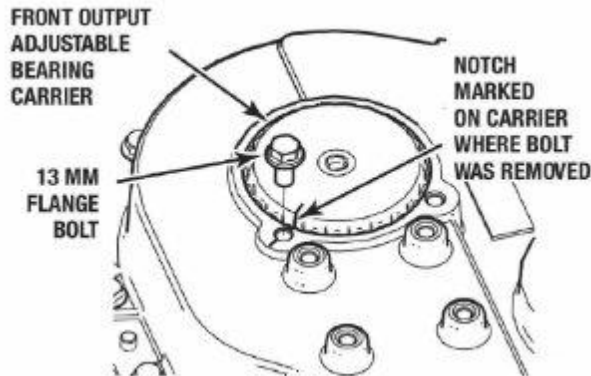


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15. Apply a 3mm (.125 in.) of Loctite 242 around the retaining flange bolt threads approximately 6mm (.25in.) from the end. Apply a 3mm (.125 in.) of Loctite 242 across the length of the threads.

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5600878

16. With the bearing carrier in its original location, reinstall the flange bolt and tighten to 43-57 lbs-ft (58-77 Nm).
17. Repeat the exact same repair procedure for the adjustable bearing carrier at the idler location.
18. Using a 10mm Allen-head wrench, remove the transfer case fill plug and fill with new SAE 40W synthetic oil. Reinstall the fill plug and tighten to 42-48 lbs-ft (57-65Nm).

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, 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 August 31, 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.

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Customer Notification

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

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2021. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

N202300240 Transfer Case Leak



August 2020

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado 4500 may have a condition of a transfer case fluid leak below the front input shaft bearing retainer or at the idler pulley bearing retainer.

Your satisfaction with your Silverado 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 inspect and if necessary, replace two o-rings on the transfer case. This service will be performed for you at **no charge until August 31, 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.

Reimbursement: Because you have previously had this condition repaired, you do not need to take your vehicle to your dealer for this repair. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by August 31, 2021, unless state law specifies a longer reimbursement period.

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 Chevrolet Silverado 4500 provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N202300240