

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5493
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 1, 2021

Subject: N212336800 - Service Update
Transfer Case Missing Thrust Washer

Models: 2021 Chevrolet Silverado 1500
2021 GMC Sierra 1500
Equipped with 4WD Active, Two Speed Transfer Case (RPO NQH)

To: All General Motors Dealers

General Motors is releasing Service Update N212336800 today. The total number of U.S. vehicles involved is 7. 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 July 2, 2021 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

Service Update

N212336800 Transfer Case Missing Thrust Washer



Release Date: July 2021

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire July 31, 2022.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500	2021	2021	NQH	4WD ACTIVE, TWO SPEED TRANSFER CASE
GMC	Sierra 1500				

This service update should be performed on vehicles in dealer inventory only. 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	On certain 2021 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, the thrust washer was not installed on the transfer case reduction carrier assembly.
Correction	Dealers are to replace the transfer case.

Parts

Quantity	Part Name	Part No.
1	Transfer Case	84978145
1	Transfer Case	84862541
1	Prop Shaft Slip Yoke Boot Clamp	84308104
1	Exhaust System Gasket (Rear)	84941400
1	Exhaust System Gasket (Front)	84763642
1	Exhaust Manifold Gasket	15035747
1	Exhaust Manifold Gasket	15077362
1	Transfer Case Seal	24245110
1	Transfer Case Fluid (Dexron VI)	88865601 (US) 19420142 (CA)
1	Threadlocker	19369733 (US) 10953489 (CA)
1	Grease	19257121 (US) 19257122 (CA)

It is estimated that there are only 7 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Transfer Case and Exhaust Gaskets to order.

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
9105759	Transfer Case Assembly Replacement	4.9	ZFAT	*
	Transfer Case Assembly Replacement (RPO L8T only)	2.3		

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for Threadlocker and Grease needed to perform the required repairs, not to exceed \$4.02 USD, \$4.85 CAD, plus applicable Mark-Up or Landed Cost.

Service Procedure

Replace the transfer case. Refer to *Transfer Case Assembly Replacement* in SI.

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than July 31, 2022.

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

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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.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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.



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Voluntary Technician
Certification**