



Service Bulletin

Bulletin No.: 23-NA-052

Date: March, 2024

INFORMATION

Subject: Information on Transfer Case Cost Comparison Instruction

This bulletin replaces PIP5825. Please discard PIP5825.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 4500 HD/ 5500 HD/6500 HD	2019	2024	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	NQF
Condition	A vehicle may come in with a transfer case concern.
Cause	Possible Internal transfer case concern.
Correction	<p>For shifting concern, please review the latest version of PIP5853B: TCCM Drivability DTCs and Possible Low Battery Charge</p> <p>Internal transfer case concerns, the dealer will need to disassemble to the point of failure and then do a cost comparison to determine repair VS replacement.</p> <ul style="list-style-type: none"> • If the cost of the repair is less than the replacement, repair the unit. • If the cost of the repair exceeds the price of the unit, replace the unit. <p>– Refer to the Transfer Case Cost Comparison Worksheet in the Information section.</p> <p>Note: An overhaul repair is recommended.</p>

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Information

Set up TAC case for review:

- Detailed findings
- Detailed cost comparison
- Maintenance records if over 45,000 miles/72,000 KM was the transfer case fluid changed?

Take pictures of the damaged components:

- Pictures of the t-case showing the concerns noted
- Pictures of the driveline as appropriate
- Pictures of the truck build, modifications (Suspension also), and condition

Add all the pictures to the TAC case for review.

Note: Transfer case is serviceable, unless it is determined the case halves are damaged.

Order the parts.

Set up a SPAC case for any back orders

Special tools are available through the GM tool loaner program to complete the necessary Transfer case repairs

PIP5894: Diagnostic Aids for Transfer Case Actuator Alignment

GM transfer case training 90322.10V
 Please contact your GM M/D Service Operations
 Manager with any labor operation questions

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
8421162	Transfer Case Overhaul	Use the Published Labor Operations Time

Version	2
Modified	Released March 24, 2023 Revised March 15, 2024 - Added 2023-2024 to Model Year, Revised Information section, Update the Labor Time.

