



## STAR ONLINE PUBLICATION



**Case Number: S2403000002**

**Release Date:** August 2024

**Symptom/Vehicle Issue:** Grinding/Gear Clash From Transfer Case When Going Into 4WD, Above 5 mph (8 kph).

**NOTE: This document only applies to 4WD systems that utilize a Front Axle Disconnect (FAD).**

**Discussion:** Some customers may experience a grinding/gear clash noise from the transfer case when engaging 4WD at speeds over 5 mph (8 kph). The customer may state that this started happening after transfer case replacement for another issue.

The cause of this concern may be due to the incorrect transfer case being installed during the previous repair. If the technician is working on a vehicle with this issue, locate the part tag on the transfer case and note the part number installed. Also inspect if the vehicle is equipped with a FAD.

If the part number of the transfer case is 68642951AA and the vehicle is equipped with a FAD, the vehicle has the incorrect transfer case installed. Transfer case pn# 68642951AA can only be used on vehicles with a FAD delete 4WD system. Please replace the transfer case using pn# 68240441AC. There was an error in the parts catalog that incorrectly superseded 68240441AC to the incorrect 68642951AA part number. This error should be corrected soon.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.**