



# Service Bulletin

Bulletin No.: PIE0824

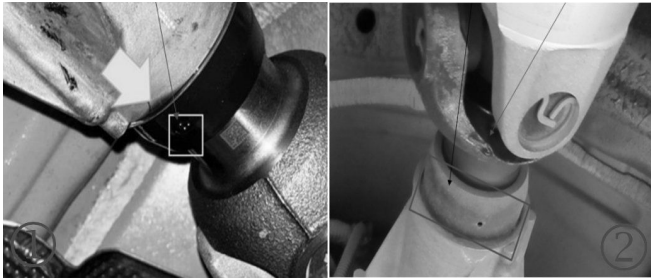
Date: March, 2025

## ENGINEERING INFORMATION

**Subject:** Engineering Information - Information on Fluid Leaking at the Output Seal and/or Front Slip Yoke (Welch Plug Leak)

**Attention:** Proceed with this EI if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. **THIS IS NOT A RECALL** refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2025	2025	—	—	All	All
Chevrolet	Colorado						
	Silverado 1500						
	Silverado LD						
	Silverado 2500 HD/ 3500 HD						
	Suburban						
	Tahoe						
GMC	Canyon						
	Sierra 1500						
	Sierra Limited						
	Sierra 2500 HD/3500 HD						
	Yukon						

Involved Region or Country	U.S. Dealers ONLY
<p><b>Condition</b></p>	 <p style="text-align: right;">6877560</p> <p>Some technicians may comment during inspection that fluid is leaking at the output seal (1) and/or leaking at the front slip yoke (welch plug leak) (2), as shown in the picture above.</p>
<p><b>Cause</b></p>	<p>GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.</p>

### Correction

**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.**

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below for further instructions.

1. Determine if the leak is coming from the transfer case rear output seal and/or the front slip yoke (welch plug leak) and take a clear picture.
2. If the leak is determined to be coming from the welch plug, follow SI instructions for repair.
3. If the leak is determined to be coming from the transfer case rear output seal, please contact GM engineering for support and for further instructions.

### Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

**Warranty Information**

If an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
8486518*	Engineering Information - Information on Fluid Leaking at the Output Seal and/or Slip Yoke	0.5 Hrs.
*This is a unique Labor Operation for bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	Release March 27, 2025

