



# Preliminary Information

## PIP5834A Service 4wd message with DTC C119E

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 2500 HD/3500 HD	2020 - 2022	All	All	All	MGM, MGU
GMC	Sierra 2500 HD/3500 HD	2020 - 2022	All	All	All	MGM, MGU

Involved Region or Country	North America
Additional Options (RPO)	NQH
Condition	Service 4wd message with DTC C119E symptom 5A Stored in the TCCM
Cause	Transfer case clutch set up

**Condition/Concern:**

**THIS INFORMATION ONLY APPLIES TO NQH WITH SYMPTOM BYTE 5A**

Some customers may comment on a service 4 wheel drive message displayed in the IPC. Technicians may find DTC C119E Sym 5A as a current or history code. Dealers may have a hard time duplicating the concern and may not reset on test drive.

If unable to duplicate concern and there are no other transfer case related DTCs ask the customer if the message seemed to appear after an ABS event in 4WD HI. If the customer is unsure drive the vehicle in 4WD HI in conditions where an ABS activation can be duplicated safely and see if the condition can be repeated. It may take several ABS events to reproduce the condition.

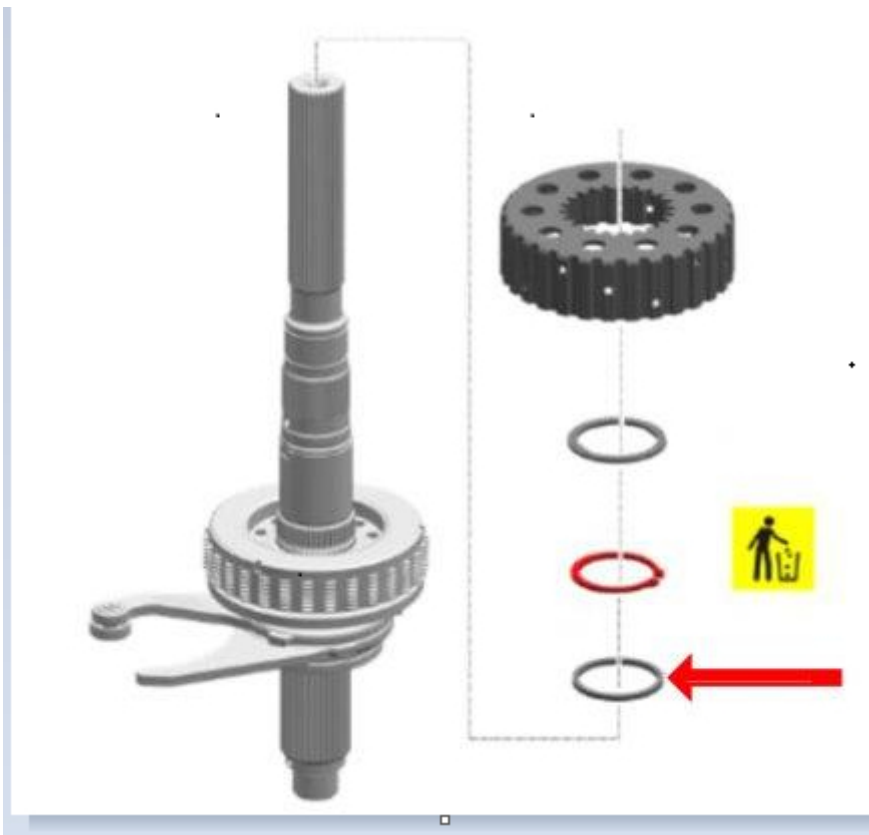
If the concern can be duplicated under these conditions then go into GDS and look in transfer case data under the Engineering Data 3 data list and record the Transfer Case Clutch High Value and Transfer Case Clutch Low Value on the repair order for later use.

If the Transfer Clutch High Value is below 5 degrees:

1: Remove transfer case see applicable repair procedure based on transfer case and transmission.

Transfer Case Assembly Replacement (with MGM, MGU Automatic Transmission)/Transfer Case Assembly Replacement (with MYD Automatic Transmission)

2: Disassemble transfer case using appropriate procedure to gain access to the clutch pack assembly. Do not take the clutch pack any farther apart that what is needed to get to the shim pointed at below.



Remove the existing shim, measure it and then replace it with the next smaller shim available. Example shim removed is 4.8 mm then a 4.6 mm should be reinstalled.

Do not attempt to use the tools listed in the document to measure clutch pack shim for this repair.

3: Reassemble transfer case using appropriate procedure.

4: Reinstall transfer case using appropriate repair procedure.

5: Perform Transfer Case Range Actuator Learn then go into engineering data list 3 in GDS and the High Clutch Value should have increased by 10-12\*.

If the Transfer Case Clutch High Value is above 5 degrees continue with published diagnostics.

Warranty Information

For vehicles repaired under powertrain coverage please use:

Labor operation	Description:	Time:
3087298	8421162 Transfer Case Overhaul	Use published labor time

Version History

Version	2
Modified	02/08/2022 - Created on 02/22/2022 Now contains repair recommendations

