

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6310
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 2, 2022

Subject: N222367650 - Service Update
Transfer Case Fasteners Incorrect Torque

Models: 2022 Chevrolet Silverado 2500HD/3500HD
2022 GMC Sierra 2500HD/3500HD

To: All General Motors Dealers

General Motors is releasing Service Update N222367650 today. The total number of U.S. vehicles involved is approximately 5. 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 November 2, 2022. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N222367650 Transfer Case Fasteners Incorrect Torque



Release Date: November 2022

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500HD/3500HD	2022	2022		
GMC	Sierra 2500HD/3500HD				

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	Certain 2022 model year Chevrolet Silverado 2500HD/3500HD and GMC Sierra 2500HD/3500HD vehicles may have a condition in which the transfer case fastener was incorrectly torqued at the assembly plant.
Correction	Dealers will torque the transfer case fasteners to the proper specification.

Parts

Quantity	Part Name	Part No.
3	Transfer Case Bolt/Screw	11546405
3	Transfer Case Nut	11546378
1	Threadlocker	19369733 (US)
1	Threadlocker	10953488 (Canada)

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

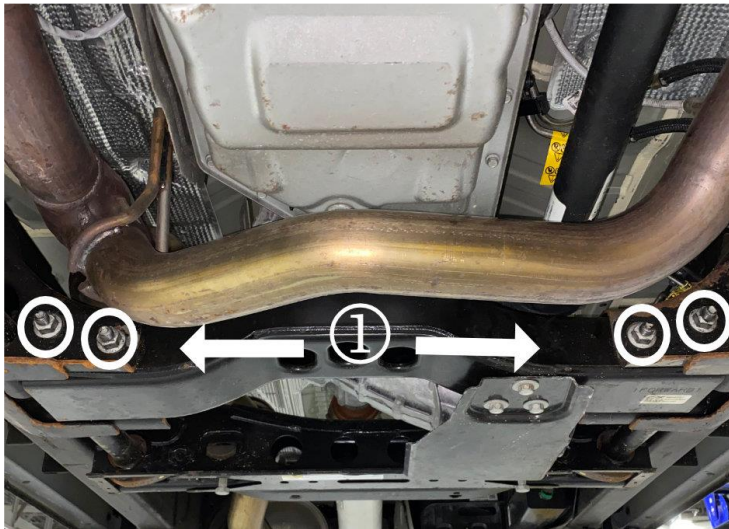
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106466	Tighten Transfer Case Bolt/Screws – L5P Diesel Engine ONLY	0.3	ZFAT	N/A
9106467	Tighten Transfer Case Nuts – L8T Gas Engine ONLY	0.9	ZFAT	N/A

Service Procedure

1. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
 - If the vehicle is equipped with the L5P engine, proceed to step 21.
 - If the vehicle is equipped with the L8T engine, proceed to step 2.
2. Support the Transmission/Transfer Case with a suitable jack.

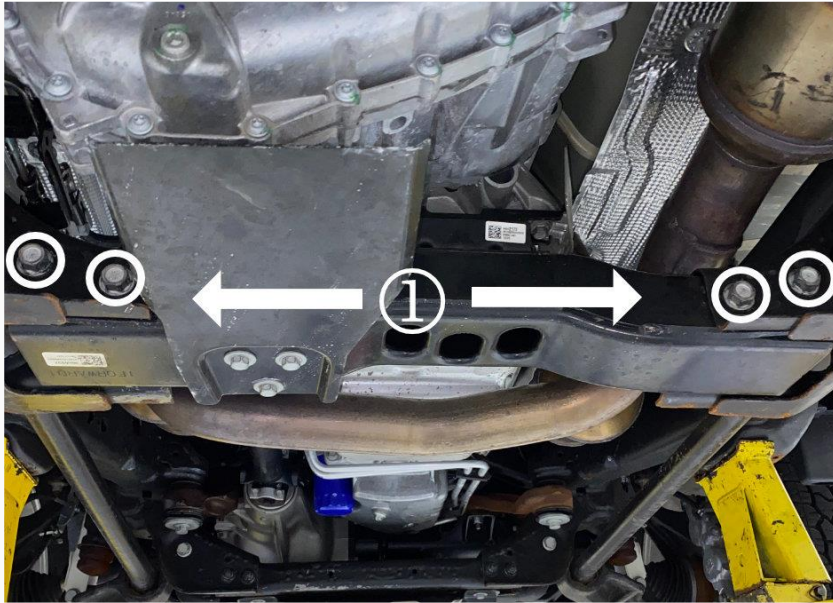
Service Update

N222367650 Transfer Case Fasteners Incorrect Torque



6151910

3. Remove the 4 Transmission Support Crossmember Nuts (1).

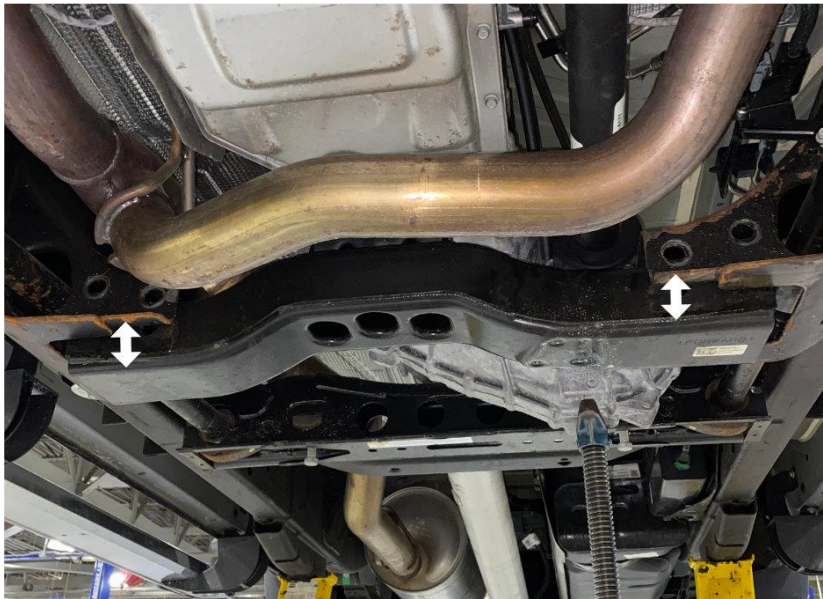


6151913

4. Remove the 4 Transmission Support Crossmember Bolts (1).

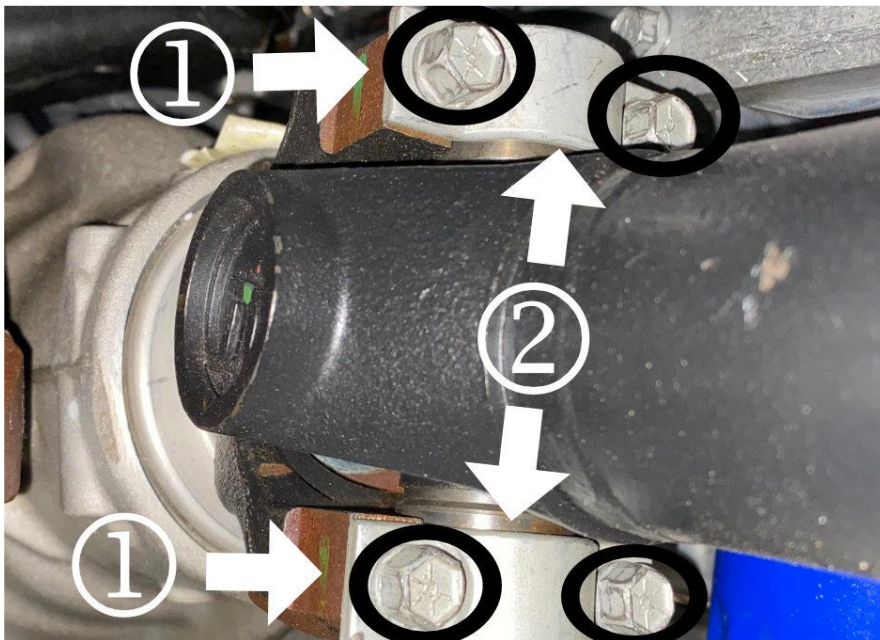
Service Update

N222367650 Transfer Case Fasteners Incorrect Torque



6151915

5. Lower the Transmission/Transfer Case assembly as shown above.

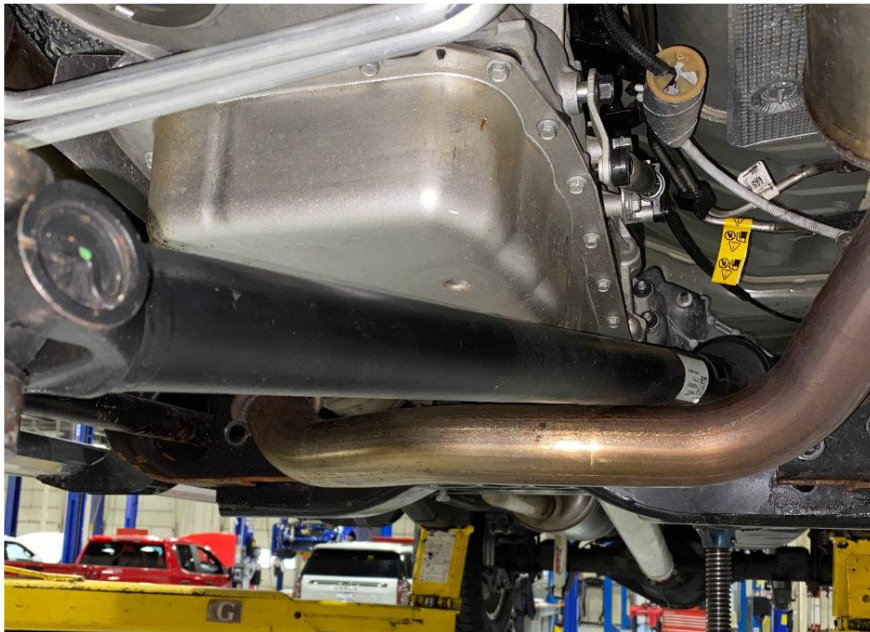


6151918

6. Mark a reference point between the front axle propeller shaft and the front axle drive pinion flange.
7. Remove the 4 Front Axle Propeller Shaft Bolts (1).
8. Remove the 2 Front Axle Propeller Shaft Retainers (2).

Service Update

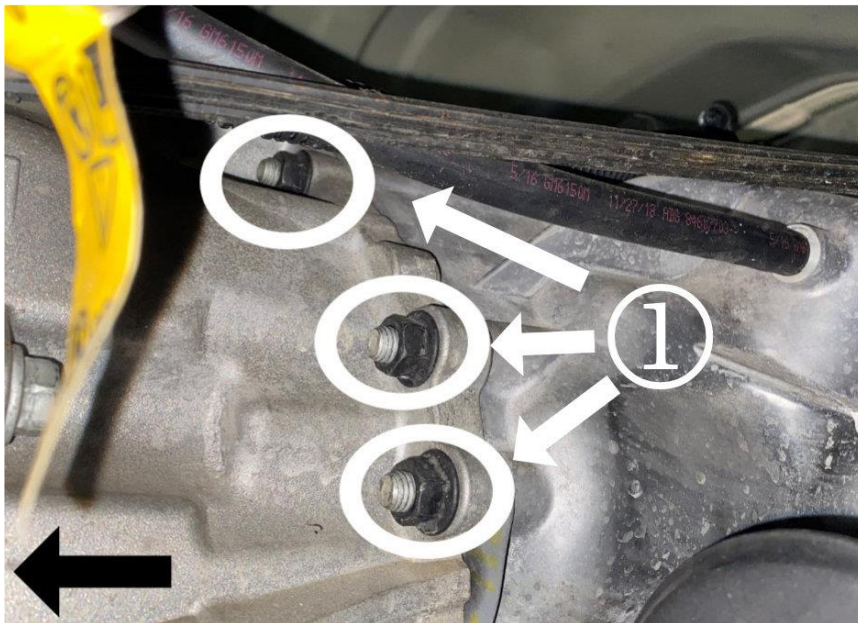
N222367650 Transfer Case Fasteners Incorrect Torque



6151924

Caution: When removing the propeller shaft, do not attempt to remove the shaft by pounding on the yoke ears or using a tool between the yoke and the universal joint. If the propeller shaft is removed by using such means, this may lead to premature failure of the joint.

9. Reposition the Front Axle Propeller Shaft out of the way as shown above.



6148306

10. Locate the 3 nuts (1) located on the top and driver's side of the transfer case, replace any that are missing.

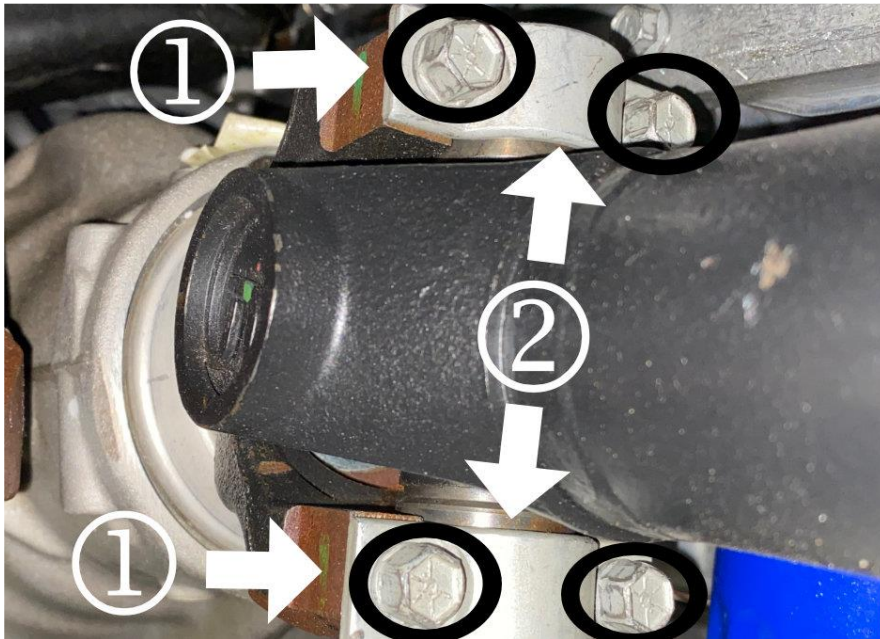
11. Inspect the surrounding areas for any signs of cracks or damage.

- If no damage is found, proceed to step 12.
- If damage is found, replace necessary components under warranty, proceed to step 12.

12. Tighten the 3 nuts (1) to 58 Nm (43 lb ft).

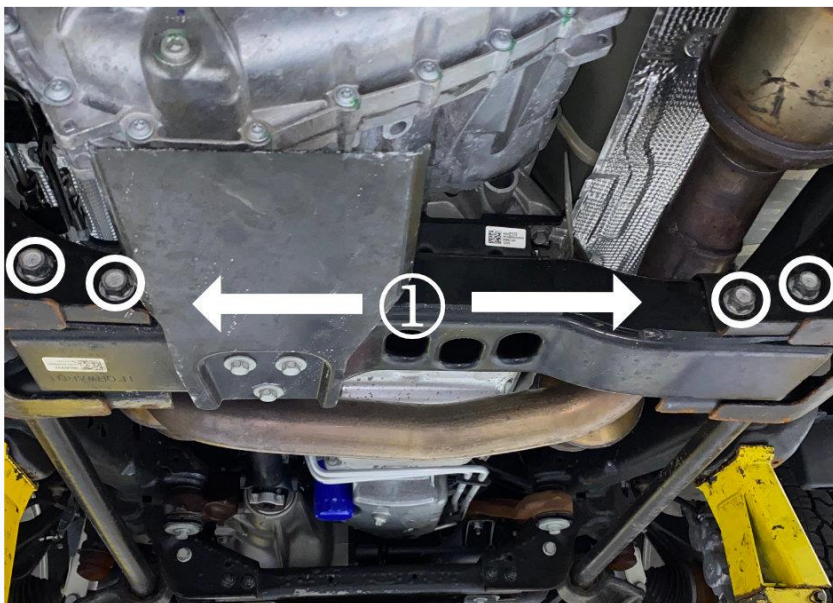
Service Update

N222367650 Transfer Case Fasteners Incorrect Torque



6151918

13. Align the reference marks made between the front axle propeller shaft and the front axle drive pinion flange.
14. If NEW threaded components are being installed, loosen the adhesive using a metal pick or similar tool before proceeding. If threaded components are reused, prepare the threaded components using the following steps:
 - 14.1. Remove any loose cured adhesive from the external threads of the components using a lint free cloth.
 - 14.2. Thread the cleaned components into the internal mating threads and remove to loosen trapped cured adhesive.
 - 14.3. Apply thread locking adhesive to the external threads of the components.
 - 14.4. Ensure there are no gaps in the thread locking adhesive once applied to the component.
15. Install the 2 Front Axle Propeller Shaft Retainers (2).
16. Install and tighten the 4 Front Axle Propeller Shaft Bolts (1) to 25 Nm (18 lb ft).
17. Raise the Transmission/Transfer Case to the original location.

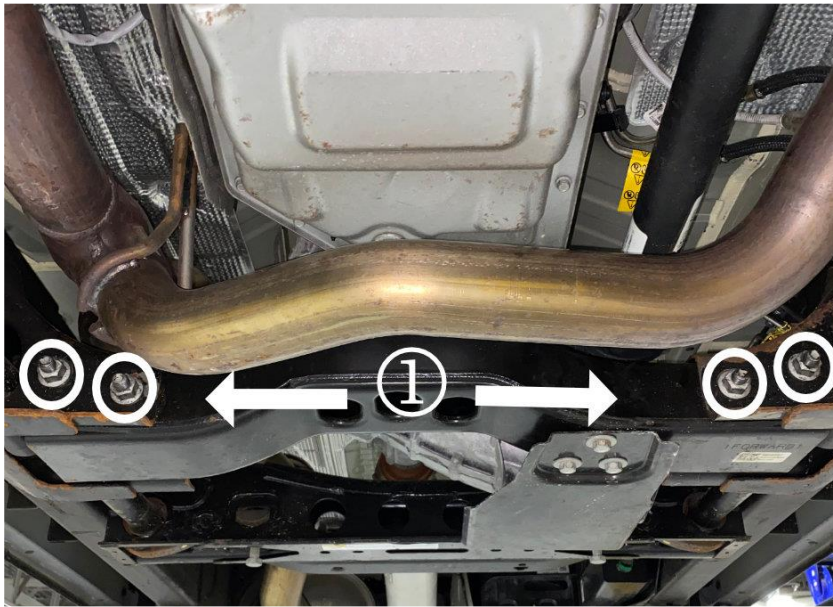


6151913

18. Install the 4 Transmission Support Crossmember Bolts (1).

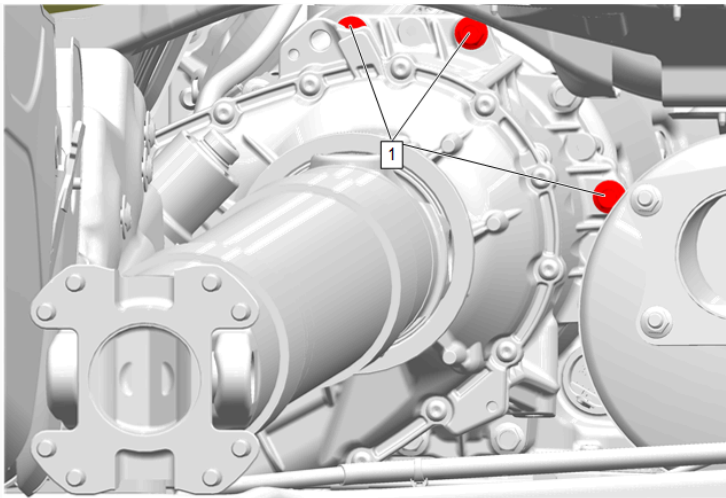
Service Update

N222367650 Transfer Case Fasteners Incorrect Torque



6151910

19. Install and tighten the 4 Transmission Support Crossmember Nuts to 115 Nm (85 lb ft).
20. Remove the Jack, proceed to step 24.



6148533

21. Locate the 3 Transfer Case Bolts (1) on the top and passenger's side of the vehicle, as shown above.
22. Inspect the surrounding areas for any signs of cracks or damage.
 - If no damage is found, proceed to step 23.
 - If damage is found, replace necessary components under warranty, proceed to step 23.
23. Tighten the 3 bolts (1) to 58 Nm (43 lb ft).
24. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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 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.

Service Update

N222367650 Transfer Case Fasteners Incorrect Torque



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 – For USA & Export

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.



**We Support
Voluntary Technician
Certification**