

Service Bulletin

INFORMATION

Subject: Information on Transfer Case Cost Comparison Instruction

This bulletin replaces PIP5825. Please discard PIP5825.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
Dialiu.	Wodel.	from	to	from	to		
Chevrolet	Silverado 4500 HD/ 5500 HD/6500 HD	2019	2022	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.			
	For shifting concern, please review the latest version of PIP5853B: TCCM Drivability DTCs and Possible Low Battery Charge			
	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.			
Correction	If the cost of the repair is less then the replacement, repair the unit.			
	 If the cost of the repair exceeds the price of the unit, replace the unit. 			
	 Refer to the Transfer Case Cost Comparison Worksheet in the Information section. 			
	Note: An overhaul repair is recommended.			

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

Use the document below to help aid in comparison.

Transf	er Case Cost Compar	ioon Workehoot		
	-			
	to REPAIR > \$150 (Marranty O	ost + Warranty Mankup)		
Part¥ Part Na	me Part Cost			
Total Parts Over \$150.	00 for Repair 100		_	
Common Parts for Bo	th Repair/Replace			
Part#	Part Name	Part Cost		
Common Parts Total	120			
Summarized Parts L	ess Than \$150.00 for Repair			
Total Part Cost fo				
Labor Op Code fo	or Repair			
Labor hours for Rep	pair			
OLH for Repair				

Labor Rate			
Labor Cost +++			
OLH Cost			
Total Repair Cost			
	Replace > \$150 (Warranty Co	and a 100 merceda Mandama (
Eart#	Part Name	Part Cost	
rau*	Fait Name	Fair Gust	
Total Parts Cost <u>Ear</u> Repl	fhan \$150.00 for Replace		
Summarized Parts Less T Total Parts Cost <u>Ear</u> Repl Labor Op Code for Repla	fhan \$150.00 for Replace		
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Take pictures of the damaged components.

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

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	Straight Time	

Version	1
Modified	Released March 24, 2023

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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 equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, <u>DO NOT</u> assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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