



Preliminary Information

PIP5580B Transfer Case Exchange Program

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Silverado 1500 (New Model)	2019	All	All	All	All
GMC	Sierra 1500 (New Model)	2019	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	NQH NP0
Condition	Transfer Case Exchange Program

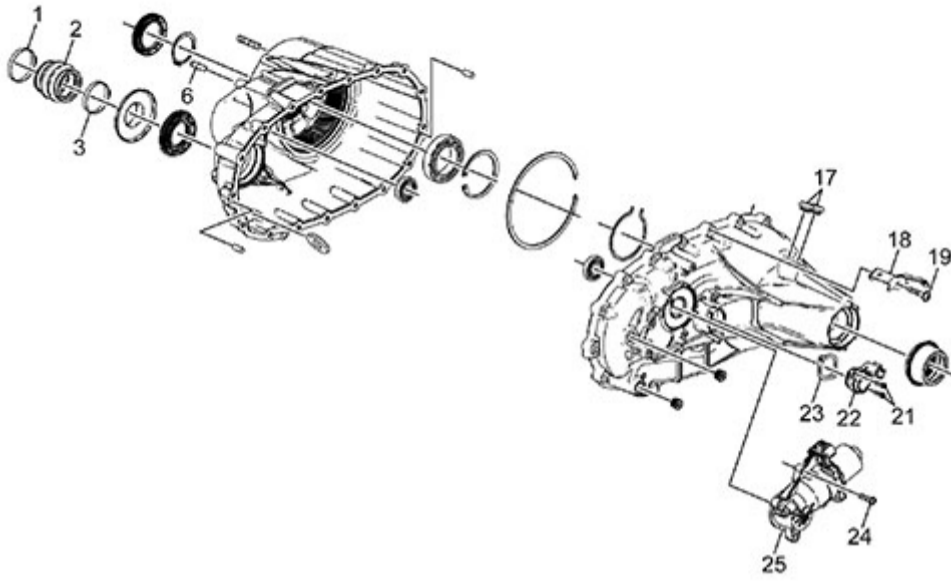
As part of our ongoing continuous improvement we have placed the transfer cases used in the new model 1500 pickups (NQH and NP0) on exchange.

If your diagnosis has led to replacement of the restricted 2019 Truck (NQH and NP0) Transfer Case, please contact the Product Quality Center (PQC) by opening a case via Dealer Case Management (DCM) From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.

Then, in Global Connect click on the Support/Chat tab, TAC-PQC Tab, PQC -Parts Restrictions Templates to Download the appropriate PQC -Parts Restrictions Template and save a copy to your computer, You can attach a copy of the template to your PQC Case.

The 2019 Truck (NQH and NP0) Transfer Case Exchange questions below are contained in the Global Connect PQC -Parts Restriction template.

NOTE: Please reference the Transfer Case Assembly Replacement document in service information if the transfer case is removed for any reason. The torque sequence in the document is critical to ensure proper alignment of the transmission and transfer case.



- (1) Transfer Case Front Output Shaft Boot Clamp**
- (2) Transfer Case Front Output Shaft Boot**
- (3) Transfer Case Front Output Shaft Boot Clamp**
- (6) Transfer Case Vent**
- (17) Transfer Case Access Hole Plug[2x]**
- (18) Transfer Case Bracket**
- (19) Transfer Case Half Bolt[17x]**
- (21) Transfer Case Two/Four Wheel Drive Actuator Position Sensor Bolt[2x]**
- (22) Transfer Case Two/Four Wheel Drive Actuator Position Sensor**
- (23) Transfer Case Two/Four Wheel Drive Actuator Position Sensor Gasket**
- (24) Transfer Case Two/Four Wheel Drive Actuator Bolt/Screw[4x]**
- (25) Transfer Case Two/Four Wheel Drive Actuator Assembly**

Caller's First & Last Name / Position:

Technician's First & Last Name / Direct Phone:

Parts Manager's First & Last Name:

Parts Manager's Fax Number:

Dealer's Shipping Address:

Times In / Days Down:

Q1: Is this a stock vehicle or customer vehicle?

Q2: Is the part being requested for Customer Pay?

If Yes, why is this unit being requested for Customer Pay (ex: accident, theft etc)?

If yes, STOP. Do not complete template. Send case to Liaisons for documentation purposes. If this is CP, Put "CP" in the non-keyword qualifier.

Q3: Was TAC contacted? (Y/N)

TAC Case#:

What was TAC's recommendation?

Was DMA contacted? (Y/N)

DMA Name/Email:

(If DMA/TAC recommends replacement, do not release, complete template then forward to liaisons)

Q4: What is the customer's concern?

Q5: Is the vehicle for personal or commercial use?

- **If commercial, what type of use?**

Q6: Describe the failure of the Transfer Case:

Q7: Serial number (required):

- **Broadcast code (required):**

Q8: List any DTCs:

Q9: Are there any leaks (Y/N)
If no, continue to next question
If yes,
What type of leak?
Location of the leak ?

Q10: Are there any Noises (Y/N)
If no, continue to next question
If yes, complete the following
What kind of noise?
Location and frequency of the noise?
When does it occur?
How long does it last?

Q11: Any Lubrication Concerns (Y/N)
Lubrication level?
Any signs of oil contamination?

Q12: Performance

- **Any performance concerns?**
- **Any vibration?**

Parts Information

Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper part to request.

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
8421160	Transfer Case Assembly Replacement	Use Published Labor Time

Version History

Version	3
Modified	08/06/2018 - Created on 11/29/2018 - Updated to add PQC Questions to the document. 06/19/2019 - Updated Correction Section to include DCM information.

