

## OEM Transfer Case Exchange Worksheet

Date:	Transfer Case RPO Code:
Mileage:	Transfer Case Serial Number:
Does the transfer case meet the requirements for exchange:    Yes _____    No _____	
What type of service is the vehicle being used in (towing, plowing, mining, etc.)?	
Replacement Cost = \$	Requested Labor Time:
<b>PQC Comments:</b>	
<b>Complaint:</b>	
Describe the failure of the transfer case:	
What range is the transfer case in during the complaint (check all that apply)? N/A _____    2HI _____    4HI _____    AUTO _____    4LO _____    Neutral _____	
List the diagnostic steps performed by the dealer to root cause the complaint:	
List DTCs, if applicable:	

## OEM Transfer Case Exchange Worksheet (cont'd)

### Leaks:

Is the transfer case leaking fluid? Yes \_\_\_ No \_\_\_  
 If No, proceed to the Noise section below.

Where is the leak located?

Note: Other than a case half leak or case porosity, most leaks are repairable and it will not be necessary to replace the assembly.

### Noise:

Is the transfer case making noise? Yes \_\_\_\_\_ No \_\_\_\_\_

If No, proceed to the Shifts section below.

Describe the noise:

Where is the location of the noise:

What range does the noise occur (check all that apply)?  
 2HI \_\_\_ 4HI \_\_\_ AUTO \_\_\_ 4LO \_\_\_ Neutral \_\_\_

Is the fluid at the correct level?  
 Yes \_\_\_ No \_\_\_

What is the condition of the fluid (Check all that apply)?  
 Discolored \_\_\_\_\_  
 Metal Contamination \_\_\_\_\_

Were tires checked for:  
 Same size and brand Yes \_\_\_ No \_\_\_  
 Proper Inflation Yes \_\_\_ No \_\_\_  
 Uneven wear? Yes \_\_\_ No \_\_\_

Were both chassis ears and a vacuum hose used to determine the location of the noise?  
 Yes \_\_\_ No \_\_\_  
 If No, please have dealer re-evaluate using both diagnostic tools.

Under what driving conditions does the noise occur (check all that apply)?  
 Accel \_\_\_\_\_ Decel \_\_\_\_\_  
 Steady Load \_\_\_\_\_ Stationary \_\_\_\_\_

How long does the noise last:

At what temperature does the noise occur (check all the apply):  
 Cold Start \_\_\_ Normal Operating \_\_\_

### Shifts:

Is the transfer case shifting properly?  
 Yes \_\_\_ No \_\_\_

Has the **Symptoms-Transfer Case** been reviewed prior to determining if a fault is internal to the transfer case?  
 Yes \_\_\_ No \_\_\_

If yes, which range does the bind occur (check all that apply)?  
 2HI \_\_\_ 4HI \_\_\_ 4LO \_\_\_