



**Technical**  
**Advisory Bulletin**

**GM**

**Noise and Bump Clunk  
Felt When Transfer Case  
Shifted Into Four Low**

**Manufacturer:** GM (TSB # 04-04-21-002C)

**Subject:** Information on Noise and Bump/Clunk Felt When Transfer Case Shifted into Four Low (4LO) - Normal Four Wheel Drive Shifting Characteristic

**Model:** 2004-2008 Chevrolet Colorado  
2004-2008 GMC Canyon  
with Electric Shift Selectable Transfer Case (RPO NP1)

Some customers may comment on a grind noise or a bump/clunk felt when shifting the transfer case into 4LO.

- The grind/bump/clunk felt when the transfer case electrically shifts into 4LO is due to the engagement sequence that applies engine torque through the transfer case, front differential and front axles.
- The noise, present in all electronically shifted 4WD systems, is considered normal operation and does not pose any potential to impart damage by shifting into 4LO.
- The noise level in the Colorado and Canyon is louder than in larger vehicles due to the vehicle size and transfer case design.
- The noise level can be reduced by following the Owners Manual Instruction of shifting while in neutral and in forward motion of about 4km/h (3 mph).
- Alternatively, the noise can be eliminated by shifting into 4LO while in a key on engine off condition.
- DO NOT REPLACE the transfer case in an attempt to repair this condition.
- DO NOT attempt to make repairs to the transfer case at this time for this condition.
- DO NOT attempt to reprogram the transfer case control module (TCCM). The TCCM is NOT REPROGRAMMABLE on this vehicle.
- DO NOT replace the TCCM in an attempt to repair this condition.
- DO NOT replace the transfer case actuator in an attempt to repair this condition.
- General Motors encourages dealers to share this information with concerned customers.