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> Dorman 976-963 Rear Drive Shaft Compatible with Select Chevrolet/GMC Models (Made in USA)

## Dorman 976-963

# Dorman 976-963 Rear Drive Shaft Instruction Manual

Brand: Dorman | Model: 976-963

## 1. PRODUCT OVERVIEW

Replacing a drive shaft doesn't have to be complicated. The Dorman 976-963 Rear Drive Shaft is a complete drive shaft assembly that is pre-balanced and ready to install. It features 100% new yokes, tubes, constant velocity (CV) joints, and universal joints, ensuring dependable fit and performance. This part is compatible with select Chevrolet/GMC Models, specifically Chevrolet C3500: 1997; Chevrolet C3500HD: 1997, 1998, 1999, 2000; GMC C3500: 1997; GMC C3500HD: 1997, 1998, 1999, 2000.



Figure 1: Complete Dorman 976-963 Rear Drive Shaft Assembly.

## 2. KEY FEATURES AND BENEFITS

- **Direct Replacement:** This drive shaft is manufactured to original equipment dimensions, ensuring a dependable fit and optimal performance.
- **100% New Components:** Constructed entirely from new components, eliminating the need for core charges or the hassle of returning old parts. This includes new tubes, yokes, and universal joints.
- **Pre-Balanced for Easy Installation:** Arrives pre-balanced to facilitate a quick and straightforward installation process, ensuring smooth operation right out of the box.
- **Serviceable Construction:** Features non-staked universal joints, designed for future serviceability. This makes future maintenance simpler, faster, and less expensive compared to OE driveshafts with non-serviceable staked joints.
- **Quality Assurance:** Engineered and validated in the United States. Each drive shaft is balance-checked and backed by a limited lifetime warranty.
- **Efficient Shipping:** More than 90% of Dorman driveshafts are built, assembled, and shipped from one of three US facilities, allowing most individual orders to ship within 3 days of receipt.
- **Multi-Piece Design (for extended lengths):** Extended length driveshafts feature a pre-balanced, multi-piece design

with a unique "key" feature that prevents incorrect assembly and maintains balance.



Figure 2: Close-up view of a driveshaft universal joint, highlighting the new components.



Figure 3: Detailed view of another section of the driveshaft, showing component quality.



Figure 4: Illustration of U-joint serviceability, a key design advantage.

### 3. INSTALLATION AND SETUP

The Dorman 976-963 drive shaft is designed for direct replacement and comes pre-balanced, simplifying the installation process. While general repair shops may not be equipped for driveshaft rebuilding, installing a new, complete assembly like this one is a more straightforward procedure. Ensure your vehicle is properly supported and secured before beginning any work. Refer to your vehicle's specific service manual for detailed removal and installation steps of the driveshaft. The unique "key" feature on multi-piece driveshafts helps prevent incorrect assembly and maintains proper balance during installation.



Figure 5: The driveshaft is securely packaged, ready for transport and installation.

### 4. OPERATING CONSIDERATIONS

Once properly installed, the Dorman 976-963 Rear Drive Shaft is designed to provide smooth and reliable power transfer to your vehicle's wheels. Due to its pre-balanced nature and new components, it is expected to operate without the vibrations or noise associated with worn or improperly rebuilt driveshafts. Always ensure all mounting hardware is torqued to the manufacturer's specifications to prevent issues during operation.

### 5. MAINTENANCE

The Dorman 976-963 driveshaft is built with serviceable universal joints. This design allows for easier and more cost-effective future maintenance should the U-joints require replacement. Regular inspection of the driveshaft for any signs of wear, damage, or loose components is recommended as part of your vehicle's routine maintenance schedule. Address any unusual noises or vibrations promptly by consulting a qualified mechanic.

### 6. TROUBLESHOOTING

As a new, pre-balanced assembly, the Dorman 976-963 driveshaft is designed to minimize common driveshaft issues. If you experience any of the following symptoms after installation, it is recommended to have the vehicle inspected by a professional:

- Vibrations, especially at certain speeds.
- Clunking or banging noises during acceleration or shifting.
- Squeaking or chirping sounds.
- Difficulty in vehicle movement or power transfer.

These symptoms could indicate an installation error, an issue with related driveline components, or, in rare cases, a defect in the part. Always ensure proper fitment for your specific vehicle model using the manufacturer's guidelines.

## 7. SPECIFICATIONS

Attribute	Value
Manufacturer	Dorman Products
Brand	Dorman
Item Weight	56.8 pounds
Product Dimensions	51 x 15 x 6.5 inches
Item Model Number	976-963
Manufacturer Part Number	976-963
OEM Part Number	12388945; 12388949; 15731581
ASIN	B085HB3NLM
Date First Available	March 4, 2020
What's in the Box	1 Driveshaft



Figure 6: The "Built in the USA" sticker, indicating product origin.

## 8. WARRANTY AND SUPPORT

The Dorman 976-963 Rear Drive Shaft comes with a **limited lifetime warranty**, reflecting the manufacturer's confidence in its quality and durability. For any questions regarding product installation, operation, or warranty claims, please refer to the official user guide or contact Dorman customer support.

- **Returns:** Enjoy 30-day easy returns.
- **User Guide:** A comprehensive user guide is available in PDF format for detailed instructions and information. [Download User Guide \(PDF\)](#)
- **Customer Support:** For direct assistance, please visit the [Dorman Store on Amazon](#) or contact their customer service as per the product packaging.

