

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5103  
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 30, 2019

Subject: N192220480 - Customer Satisfaction Program  
Owner's Manual Modification

Models: 2019 Chevrolet Silverado 4500/5500/6500

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192220480 today. The total number of U.S. vehicles involved is approximately 5,746. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on August 15, 2019.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 31, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N192220480 Owner's Manual Modification



Release Date: July 2019

Revision: 00

**Attention:** This program is in effect until August 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500/5500/6500 HD	2019	2019		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2019 model year Chevrolet Silverado 4500/5500/6500 HD vehicles may have an owner's manual with incorrect part numbers or descriptions in the following sections: <i>Air Suspension; Rear Air Suspension; Hydraulic Power Steering System and Maintenance Replacement Parts.</i>
<b>Correction</b>	Customers will receive an Owner's Manual Supplement.

### Parts

There are no parts required for this repair

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104495	Print and Install Owner Manual Insert	0.1	ZFAT	N/A

### Service Procedure

1. Print the appropriate language owner manual insert for your service area. (English language example below for reference).
2. Locate the owner manual.
3. Install the owner manual inserts to the owner's manual.

### Insert to the 2019 Chevrolet Silverado 4500HD/5500HD/6500HD Owner's Manual

This information is in addition to or replaces the information under the following sections of the Owner's Manual:

- "*Air Suspension*" found under Ride Control Systems in the *Driving and Operating* Section
- "*Rear Air Suspension*" found in "*Additional Maintenance and Care*" in the Service and Maintenance Section
- "*Hydraulic Power Steering System*" found in "*Recommended Fluids and Lubricants*" in the Service and Maintenance Section
- "*Maintenance Replacement Parts*" found in the Service and Maintenance Section



Chevrolet Silverado 4500HD/5500HD/6500HD Owner Manual (GMNA-Localizing-U.S.-12102101) - 2019 - Insert - 3/28/19

### Insert to the 2019 Chevrolet Silverado 4500HD/5500HD/6500HD Owner's Manual

This information is in addition to or replaces the information under the following sections of the Owner's Manual:

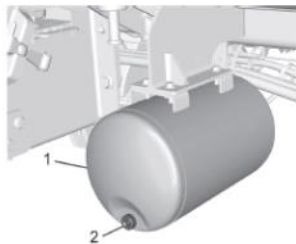
- "Air Suspension" found under Ride Control Systems in the Driving and Operating Section
- "Rear Air Suspension" found in "Additional Maintenance and Care" in the Service and Maintenance Section
- "Hydraulic Power Steering System" found in "Recommended Fluids and Lubricants" in the Service and Maintenance Section
- "Maintenance Replacement Parts" found in the Service and Maintenance Section



Litho in U.S.A.  
Part No. 84755958

#### Air Suspension

After passing through the air dryer, incoming compressed air is stored in the air tank, which is located just behind the step used to access the driver side door. The air tank collects most of the remaining moisture that was not removed by the air dryer.



Drain the tank (1) every day at the end of the trip by opening the drain cock (2) on the end of the tank. This

will purge collected water and prevent ice formation inside the tank when the vehicle is shut off in cold weather.

Make sure the drain passage is not plugged. For ease of draining, some or all air tank drain valves may be equipped with optional pull cords. There must be some air pressure in the system to ensure proper drainage. Close the drain cock after all moisture has been expelled.

#### Additional Maintenance and Care

##### Rear Air Suspension

On vehicles equipped with the optional air suspension, the air suspension components, including air bags, height control valves, air lines, and fittings should be inspected for wear, damage, and audible air leaks.

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Chevrolet Silverado 4500HD/5500HD/6500HD Owner Manual (GMNA-Localizing-U.S.-12102101) - 2019 - Insert - 3/28/19

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The use of an air dryer does not eliminate the need to periodically drain the air tank. Located behind the passenger end of the front bumper, the air dryer removes humidity (water), air compressor oil, and dirt from the incoming compressed air, which protects the air system against deterioration and restriction. The air dryer has a desiccant cartridge and a filter, which is serviced as an assembly. Moisture from the air collects on the desiccant and is automatically discharged. See *Air Suspension* for tank draining instructions.

Life and performance of the air dryer depends on usage, air humidity levels, environmental temperatures, air compressor oil control, and desiccant quantity. Regularly check the desiccant, purge valve, and air dryer heater performance.

#### Desiccant Filter

Open the reservoir drain valves and check for the presence of water. A small amount of water due to condensation is normal. If the wet, primary, or secondary tanks are collecting an abnormally high amount of water between regular air tank drain intervals, replace the air dryer desiccant.

The air dryer desiccant replacement interval may vary; it is generally recommended that the desiccant be replaced every 24 months. If experience has shown that extended or shortened life has resulted following a particular installation, then the interval should be increased or reduced accordingly.

#### Purge Valve

Check that the purge valve opens and expels moisture when the air governor shuts off the air compressor. Air should escape

rapidly and then quickly stop. If the purge valve does not open, or you can hear a slight audible air leakage past the valve for longer than 30 seconds, the valve may be sticking and should be rebuilt. Purge valves may also stick if the air dryer heater has failed and ice is clogging the valve.

#### Heater

Check that the air dryer heater activates at temperatures below freezing. With the vehicle in a cold environment and before the engine is started, turn on the vehicle and touch the air dryer housing. It should be warmer than other metallic items on the vehicle. If some warmth cannot be felt, it may indicate that the heater element or the wiring powering it should be serviced.

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# Customer Satisfaction Program

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### Recommended Fluids and Lubricants

Usage	Fluid/Lubricant
Hydraulic Power Steering System	Automatic Transmission Fluid Type III.

### Maintenance Replacement Parts

Part	GM Part Number	ACDelco Part Number
Engine Air Cleaner/Filter	19405680	A3231C
Fuel Filter	19405644	TP1015
Engine Oil Filter	89017527	PF26
Wiper Blades		
Passenger Side – 55 cm (21.7 in)	23387857	–

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### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2021. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through August 31, 2021, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

# Customer Satisfaction Program

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### Customer Notification

USA - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## N192220480 Owner's Manual Modification



August 2019

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2019 model year Chevrolet Silverado 4500/5500/6500 HD vehicle may have an owner's manual with incorrect part numbers or descriptions in the following sections: Air Suspension; Rear Air Suspension; Hydraulic Power Steering System and Maintenance Replacement Parts.

Your satisfaction with your Silverado 4500/5500/6500 HD is very important to us, so we are announcing a program to fix this condition.

**What We Will Do:** Your GM dealer will print and install an owner's manual insert. This service will be performed for you at **no charge until August 31, 2021**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

Enclosure  
N192220480