



Service Bulletin

Bulletin No.: 19-NA-164

Date: March, 2020

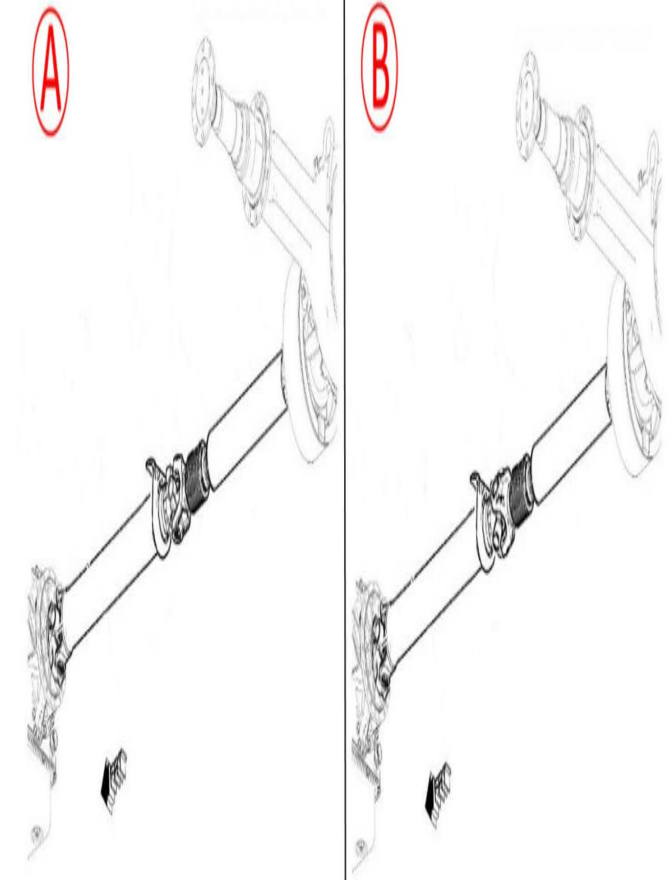
TECHNICAL

Subject: Launch Shudder/Booming Noise Between 40-50 MPH (64-80 KM/H)

Attention: This bulletin only applies to certain models with a wheelbase of 419cm (165 in) 2-piece driveshaft only. A visual inspection of the drive shaft must be performed as the RPO doesn't differentiate between a 2-piece or 3-piece driveshaft. This bulletin Does Not apply to 3-piece driveshafts.

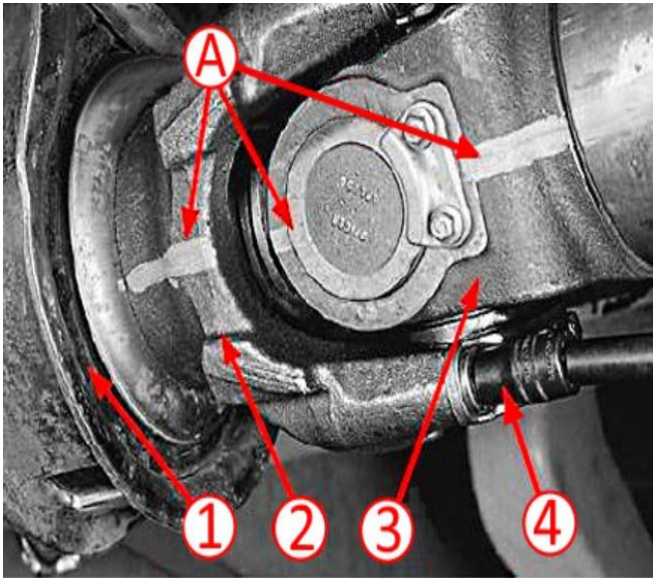
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado (MD) 4500HD/ 5500HD/ 6500HD	2019	2019				

Involved Region or Country	North America, Middle East and Israel
Condition	Some customers may comment that a booming noise can be heard between 40-50 mph (64-80 km/h).
Cause	This condition may be caused by the front propeller (prop) shaft.

	 <p data-bbox="1412 1050 1485 1071">5374809</p> <ul data-bbox="462 1092 1469 1197" style="list-style-type: none">- The front prop shaft from the transmission to the center support bearing is phased from the factory at 32 degrees as shown in graphic A.- An adjustment is needed to change the phase angle from 32 degrees to 52 degrees as shown in graphic B.
<p>Correction</p>	<p>If a booming noise has been verified to be caused by the 2 piece prop shaft, perform the following Service Procedure.</p>

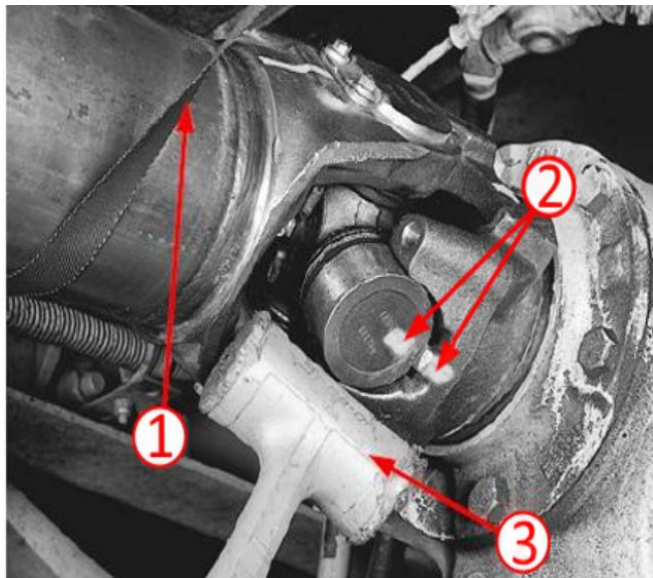
Service Procedure

1. Raise the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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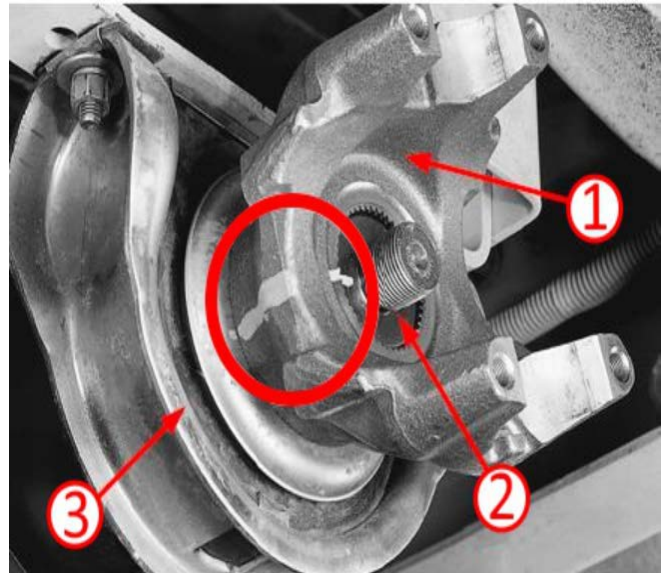
2. With a paint marker, located at the center support bearing (1), mark the front prop shaft rear yoke (2) to the rear drive shaft (3) front u-joint as shown above (A).



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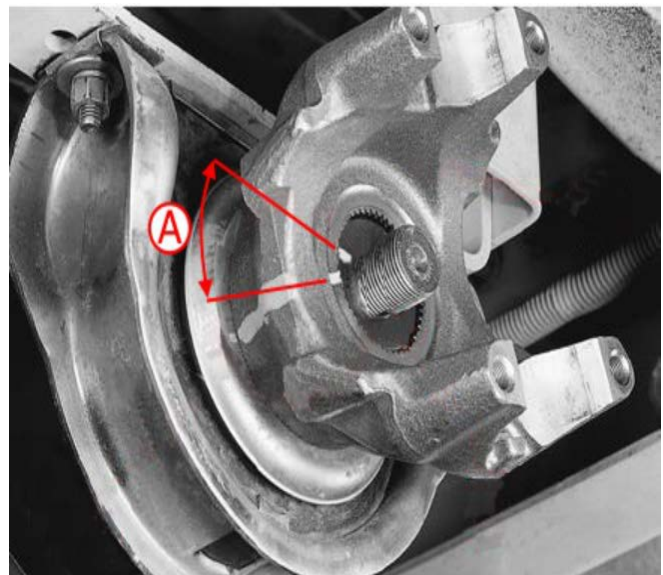
3. Attach support straps (1) to frame rails or other structural part of the truck.
4. With a paint marker, mark the rear u-joint to the rear axle yoke (2).
5. Remove the universal joint bolts and straps at the rear axle yoke and discard.
6. Utilizing a mallet (3), tap the bearing cup assembly to separate the shaft from the rear differential axle yoke allowing the prop shaft to rest on the straps.
7. Remove the universal joint bolts and straps at the front prop shaft rear yoke and discard.

8. Utilizing a mallet, tap the bearing cup assembly to separate the rear shaft from the front shaft rear axle allowing the prop shaft to rest on the straps.
9. Using care, position the driveshaft aside or with the aid or an assistant, remove the propshaft from the vehicle.



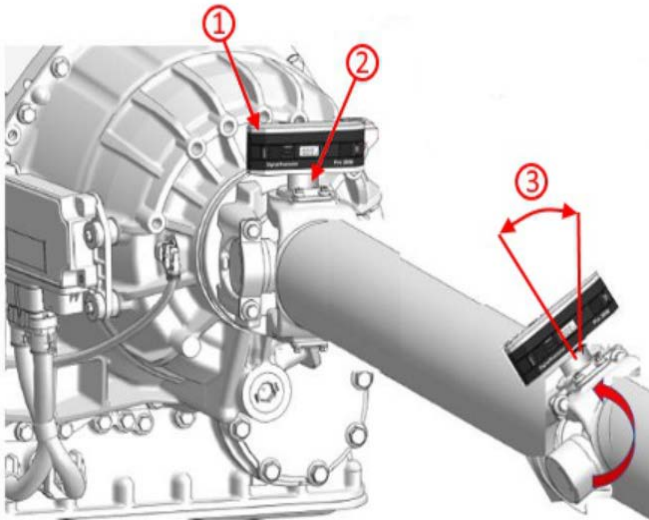
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10. Remove the mid-ship nut and washer from front prop shaft yoke (1) and discard.
11. with a paint marker, mark the yoke to the prop shaft (2) as shown above.
12. Utilizing a puller, follow the tool manufacturer's instructions to remove the yoke.



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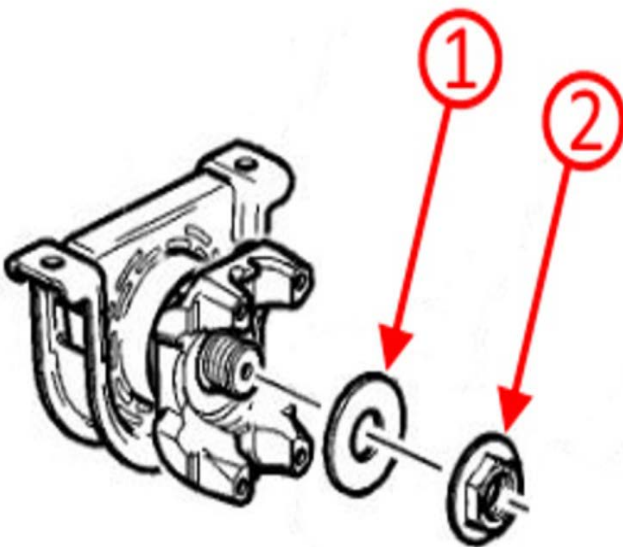
13. After the yoke is removed from the prop shaft, rotate the yoke counter-clockwise by two teeth from its original position to increase the phase angle from 32 degrees to 52 degrees (A).



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Note: It may be required to add a socket (2) onto the u-joint for a flat surface to mount the protractor (1).

14. Using a digital protractor or equivalent, verify the new phase angle by installing the protractor onto the transmission end yoke and zero it out.
15. When the protractor is at zero degrees, move the protractor to the rear yoke of the front prop shaft and record the degrees (3).
 - ⇒ If required, remove and rotate the yoke until it reaches 52 degrees respectively.

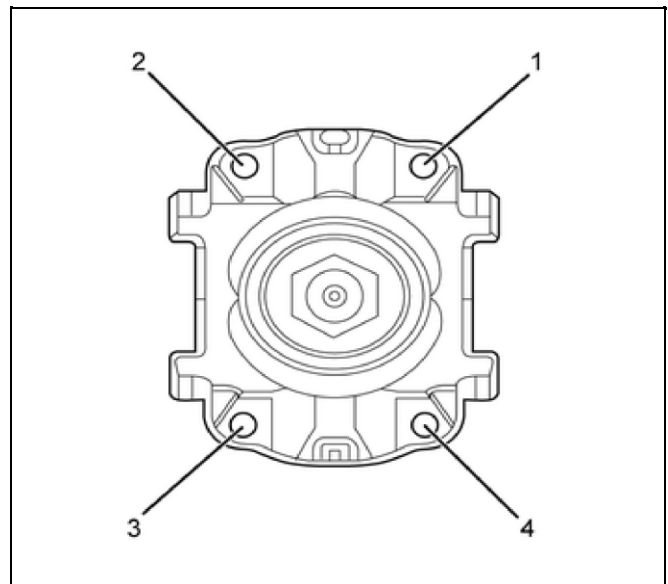


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16. Once the desired angle has been reached, install the mid-ship washer (1) and nut (2).
 - ⇒ Torque nut to 500 ft lbs (678 NM).
17. Inspect the yoke and mating surfaces for burrs, damage, rust, contamination and grease.
18. With safety straps in place, align the phasing marks between the front prop shaft rear yoke and the rear prop shaft front u-joint.

Important: Bearing cups must be fully seated between the yoke nibs. Failure to seat the cups properly will result in a premature failure.

19. Align the bearing cups with the yoke ears making sure that the cups are evenly spaced between the nibs of the yoke.
 - ⇒ Utilizing a mallet, seat the bearing cups into the yoke.
20. Install the new half round straps and lock bolts.



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21. Torque the strap bolts in a counter-clockwise direction as shown in the graphic above.
 - ⇒ Torque strap bolts to 55 ft lbs (75 NM).
22. Grease the U-joint and slip member after driveshaft installation.
23. Lower the vehicle.

Parts Information

Causal Part	Description	Part Number	Qty
N/A	NUT, CENTER BEARING	19405513	1
N/A	WASHER, COMPANION FLANGE NUT	19405514	1
N/A	KIT, "U" JOINT STRAPS AND BOLTS	19404513	2

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
3087078*	Front Axle Rear Flange Indexing	0.7 hrs
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	Released August 14, 2019 Revised September 30, 2019 – Removed CV515 from the Attention section. Revised March 03, 2020 - Added 2 piece drive shaft information to the Attention and Correction sections.

