



# Service Bulletin

Bulletin No.: 20-NA-030

Date: December, 2020

## TECHNICAL

**Subject:** Rear Air Suspension Inoperative

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 4500HD, 5500HD and 6500HD	2019	2020				

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	G40 (SUSPENSION REAR-12,000 LB, AIR) GP1 (SUSPENSION REAR-13,500 LB, AIR) GP8 (SUSPENSION REAR-15,500 LB, AIR)
<b>Condition</b>	Some customers may comment that the rear of the truck sits low, or air suspension will not properly inflate.
<b>Cause</b>	This condition may be caused by the rear air spring coming off the lower mount when lifting/removing weight off rear axle.
<b>Correction</b>	If it has been verified that the rear air spring has come off the rear mount, replace both rear air springs and the shock absorbers.

### Service Procedure

Refer to *Air Spring Replacement* in SI.

Refer to *Rear Shock Absorber Replacement (With Air Springs)* in SI.

### Parts Information

Causal Part	Description	Part Number	Qty
X	SPRING, RR AIR	19407642	2
N/A	ABSORBER, RR SHK	19408176	2

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
8000021	Rear Air Spring Replacement - Both Sides	Use the Published Labor Operations Time
8044751	Rear Shock Absorber Replacement - Both Sides	

Version	1
Modified	Released November 30, 2020

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