

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6524
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 6, 2023

Subject: N222374570 - Customer Satisfaction Program
Incorrect U-bolt Torque Spec in Owner's Manual and Service

Models: 2019 – 2022 Chevrolet Silverado 4500/5500/6500 Medium Duty

To: All General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N222374570 today. The total number of U.S. vehicles involved is approximately 34,040. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on April 18, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 6, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222374570 Incorrect U-bolt Torque Spec in Owner Manual and Service



Release Date: April 2023

Revision: 00

Attention: ONLY Chevrolet Medium Duty dealers can complete this field action repair.
This program is in effect until (April 30, 2025).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500HD/5500HD/6500HD Medium Duty	2019	2022		

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.

Condition	Certain 2019-2022 model year Chevrolet Silverado 4500HD/5500HD/6500HD Medium Duty vehicles may have incorrect instructions in the Owner Manual regarding the front spring U-bolt Service torque specification.
Correction	Dealers will print and insert the revised Owner Manual page(s) for all vehicles. On certain vehicles, dealers will verify the front spring u-bolt torque and, if necessary, replace the front spring u-bolt and nuts.

Parts

Quantity	Part Name	Part No.
4	U-Bolt	19403045
4	U-Bolt	19403035
8	Nut	19404843

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which U-bolt to order. Only order parts if vehicle fails inspection.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106600	Print and Install Owner Manual – 4x4 ONLY	0.1	ZFAT	N/A
9106601	Print and Install Owner Manual Insert and verify torque – 4X2 ONLY	1.0	ZFAT	N/A
9106602	Print and Install Owner Manual Insert, verify torque, and replace U-bolt and nuts – 4X2 ONLY ADD: For each additional U-bolt replacement	1.3 0.1	ZFAT	N/A

Service Procedure

1. Print the following owner manual insert.
2. Locate the owner manual.
3. Install the owner manual inserts to the owner's manual.
 - If the vehicle is 4x4, no further action is required.
 - If the vehicle is 4x2, continue to step 4.

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Insert to the 2019 - 2022 Chevrolet Silverado 4500HD/5500HD/6500HD Owner's Manual

This information replaces the information under "Capacities and Specifications" found in the Vehicle Data Section of the owner's manual.

RPO Code	Front Suspension Type	Torque			
		4X4 N•m	4X4 lb-ft	4X2 N•m	4X2 lb-ft
FSN	3 600 kg (8,000 lb) Capacity, Spring Parabolic, Taper Leaf; with Shock Absorbers	235–265	173–195	162–185	119–136
FK6	3 100 kg (7,000 lb) Capacity, Spring Parabolic, Taper Leaf; with Shock Absorbers	235–265	173–195	162–185	119–136
F95	2 700 kg (6,000 lb) Capacity, Spring Taper Leaf, Shackle Type; with Shock Absorbers	235–265	173–195	162–185	119–136
FTV	3 400 kg (7,500 lb) Capacity, Spring Taper Leaf, Shackle Type; with Shock Absorbers	235–265	173–195	162–185	119–136
FTW	2 800 kg (6,250 lb) Capacity, Spring Taper Leaf, Shackle Type; with Shock Absorbers	235–265	173–195	162–185	119–136

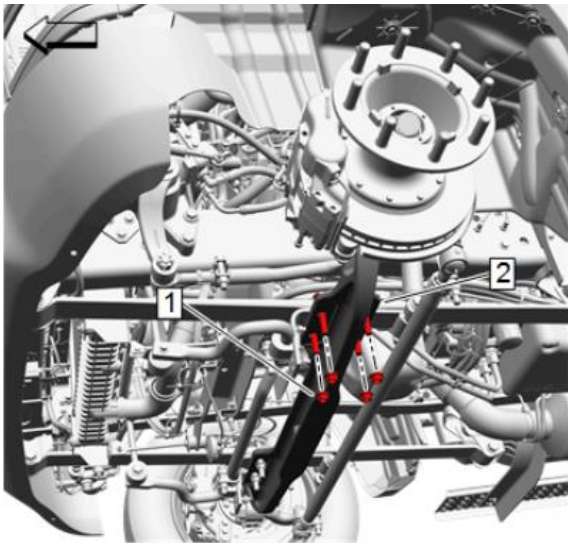


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Part No. 23V1STAIN51_ENUS

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4. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
5. Remove the front tire and wheel assemblies. Refer to *Tire and Wheel Removal and Installation*.

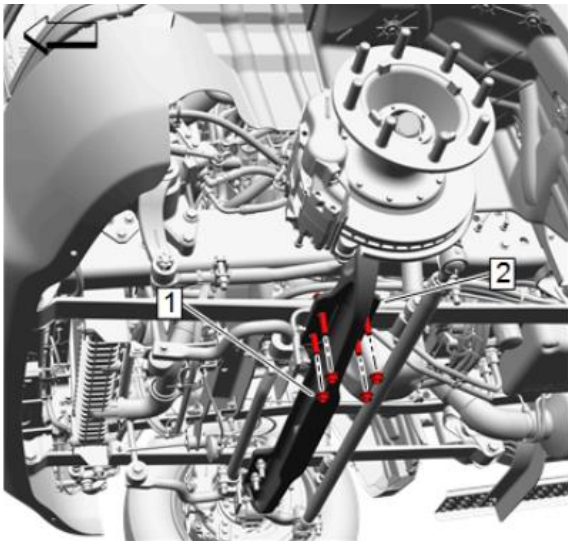


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6. Using a digital torque wrench or equivalent set to 200 Nm (147 lb ft), verify all front spring U-bolt nut torques and do not exceed 162-185 Nm (119-136 lb ft).
 - If the torque values are within the specifications, proceed to step 13.
 - If the torque values exceed the specifications, proceed to step 7.
7. Support the front axle with an appropriate jack stand.

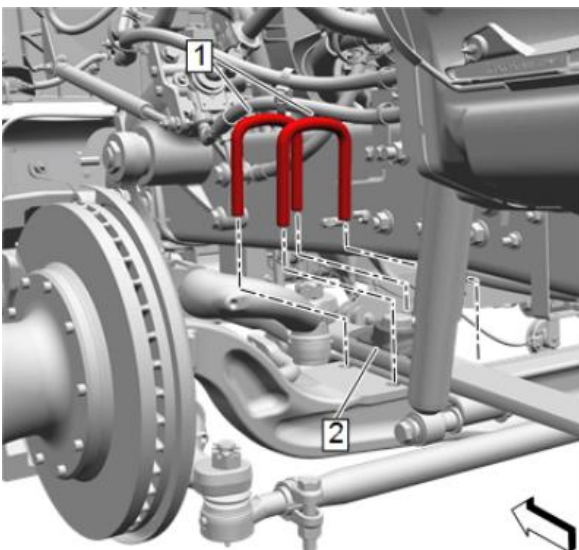
Customer Satisfaction Program

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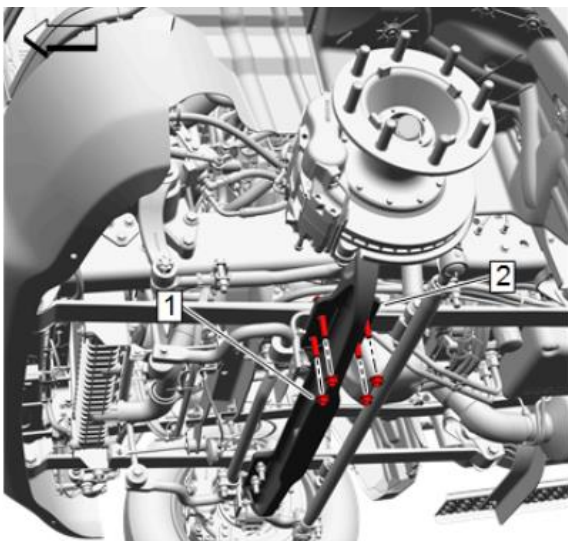
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8. Remove and discard the U-bolt nuts (1) on the U-bolt that were over torqued.



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9. Remove and replace the U-bolt (1) that was over torqued.



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10. Install new U-bolt nuts (1) and torque to 162-185 Nm (119-136 lb ft).
11. Repeat steps 8 through 10 on all of the over torqued U-bolts.
12. Remove the front axle support.
13. Install the front tire and wheel assemblies on both sides of the vehicle. Refer to *Tire and Wheel Removal and Installation* in SI.
14. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

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/repared 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 April 30, 2025. 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 April 30, 2025, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

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Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**

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April 2023

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2019-2022 model year Chevrolet Silverado 4500HD/5500HD/6500HD Medium Duty may have incorrect instructions in the Owner Manual regarding the front spring U-bolt Service torque specification.

Your satisfaction with your Chevrolet Silverado 4500HD/5500HD/6500HD Medium Duty is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealers will print and insert the revised Owner Manual page(s) for all vehicles. On certain vehicles, dealers will verify the front spring u-bolt torque and, if necessary, replace the front spring u-bolt and nuts. This service will be performed for you at **no charge until April 30, 2025**. 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. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks.

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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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 Silverado 4500HD/5500HD/6500HD Medium Duty vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N222374570