



Service Bulletin

Bulletin No.: 17-NA-350

Date: April, 2023

INFORMATION

Subject: Information On Hitch Ball Movement on Gooseneck Drop-in Hitch

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado Models	2016	2018				
	Silverado 2500/3500	2019	2024				
GMC	Sierra Models	2016	2018				
	Sierra 2500/3500	2019	2024				

Involved Region or Country	North America, Middle East, South America, Israel and Thailand
Additional Options (RPOs)	Z6A
Condition	Some customers may comment that the gooseneck hitch ball has excessive movement in the hitch receiver after the ball has been locked in.
Cause	This is a normal design of the hitch. Space must be provided between the hitch platform and hitch ball for corrosion and debris.
Correction	No correction is necessary, hitch ball movement is normal and no parts should be replaced. Please communicate to the customer this condition is a normal operating characteristic of their vehicle. Please share this information with the customer, including a copy of this bulletin.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Parts Information

No parts are required for this repair.

Version	4
Modified	Released November 07, 2017 Revised July 08, 2019 - Added 2019 and 2020 models. Revised May 27, 2022 - Added 2021 and 2022 models. Revised April 20, 2023 - Added 2023 and 2024 models.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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