



# Service Bulletin

Bulletin No.: 19-NA-257

Date: August, 2023

## TECHNICAL

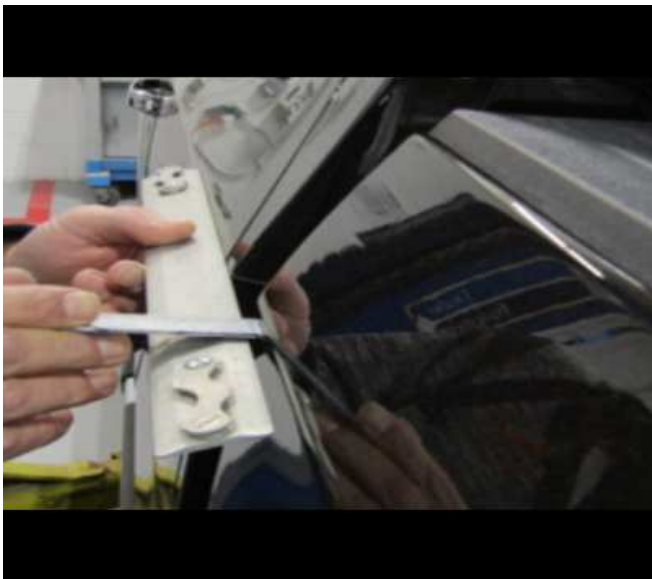
**Subject: Pickup Box Out of Alignment**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019			All	All
	Silverado 1500	2020	2021				
	Silverado 1500 – (LTD, RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Silverado 1500 – (RPO J22, 12th VIN Digit = 5 or greater)						
	Silverado 1500	2023	2024				
GMC	Sierra 1500 (New Model)	2019	2019			All	All
	Sierra 1500	2020	2021				
	Sierra 1500 - (LIMITED RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Sierra 1500 - (RPO J22, 12th VIN Digit = 5 or greater)						
	Sierra 1500	2023	2024				

<p><b>Involved Region or Country</b></p>	<p>North America, Middle East, Chile, Paraguay, Uruguay, Thailand, Australia, New Zealand, and Israel</p>
<p><b>Condition</b></p>	<div data-bbox="683 218 1333 793" data-label="Image"> </div> <p style="text-align: right;">5442974</p> <p>The pickup box appears to be out of alignment from side to side of the truck. The condition is more noticeable from rear of truck, down the side.</p>
<p><b>Cause</b></p>	<p>The cause of the condition may be the pickup box was misaligned from the assembly plant.</p>
<p><b>Correction</b></p>	<p>Adjust the pickup box to within tolerance, following the steps in the Service Procedure below.</p>

**Service Procedure**

**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.**



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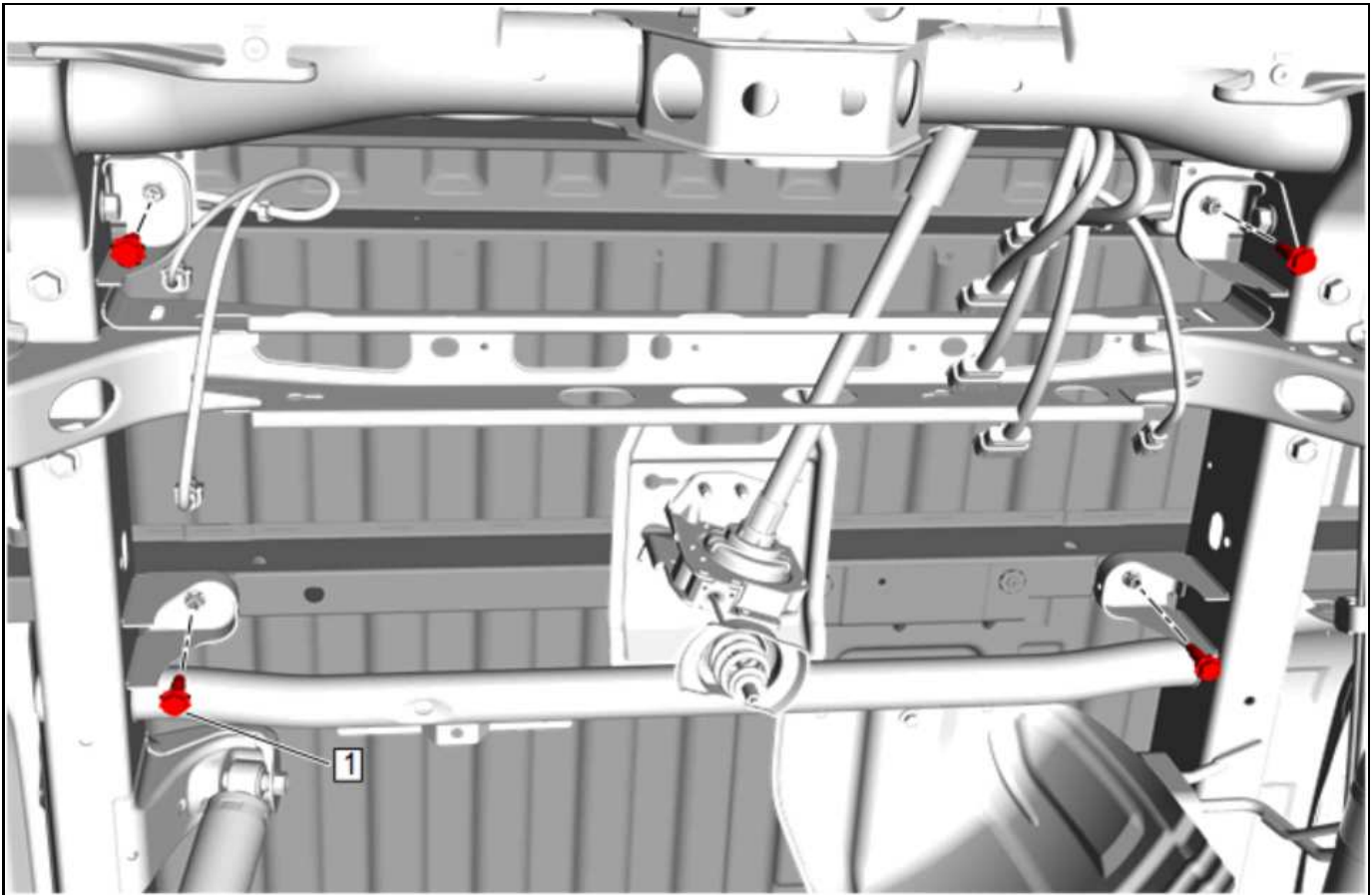
**Note:** Measure the cab to box distance on both sides of the vehicle.

- Using a straight edge on the side of the cab corner at the upper body line, measure the distance to the pickup box. The box should be sub-flush with cab and within 2.5 mm (0.10 in) total difference side to side.
  - If the box is sub-flush AND the distances ARE within the 2.5 mm (0.10 in) range side to side, no box alignment is necessary.
  - If the box IS NOT sub-flush AND the distances ARE NOT within the 2.5 mm (0.10 in) range side to side, continue on to the box alignment procedure.



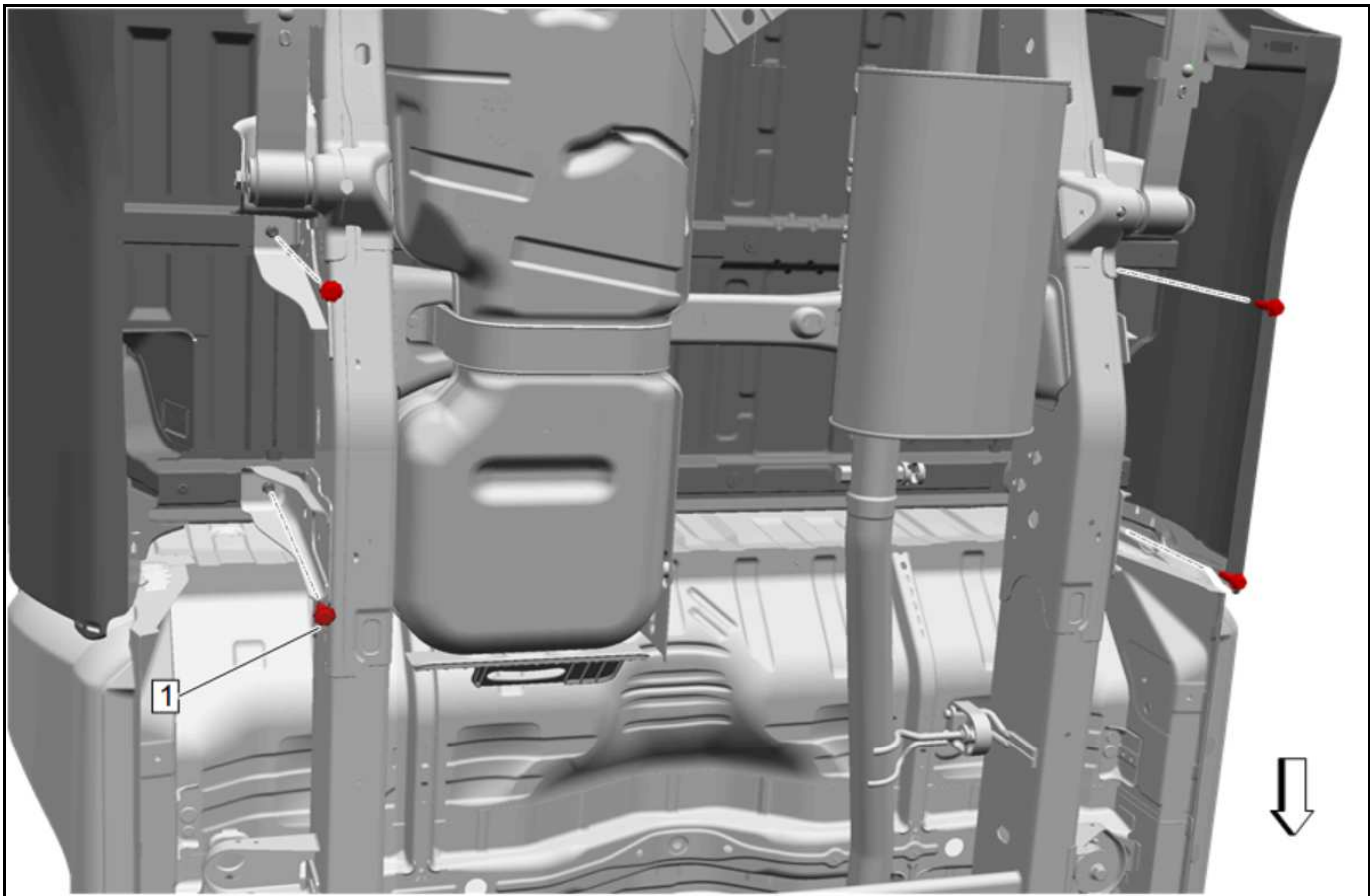
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2. To prevent damage to the painted surfaces, apply tape/protection to the areas where the pickup box, cab and rear bumper would meet,



3. Remove the 4 **rear** pickup box bolts (1) and clean any sealer that may prevent movement between the bolt and frame. Reinstall the bolts and hand turn a couple of turns.

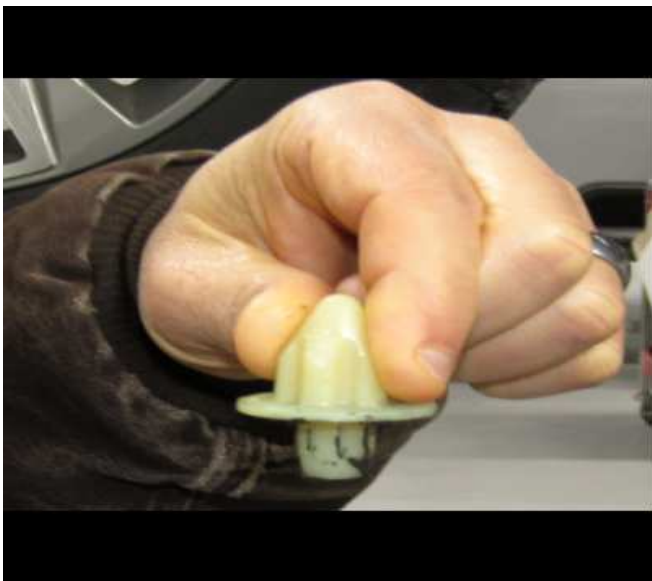
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**Note:** Long pickup box shown above, has 4 front bolts, short box only has 2.

4. Remove the **front** pickup box bolts (1) and clean any sealer that may prevent movement between the bolt and frame. Reinstall the bolts and hand turn a couple of turns.



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**Note:** If box alignment is limited due to locating pins in the bed preventing correct alignment, the front locating pin can be removed.

5. Remove the front bed to frame locator pin, as necessary.
6. Align the pickup box to within specifications. Box should be sub-flush with cab and within 2.5 mm (0.10 in) total difference side to side.
7. Tighten all pickup box bolts. Refer to Fastener Specifications in the Body Repair section in SI, for proper Torque specifications
8. Remove any tape/protection that was applied.

### Parts Information

No parts are required for this repair.

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
1481268*	Pickup Box Alignment	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	4
Modified	Released November 19, 2019 Revised December 21, 2020 – Added 2021 Model Year and Added Israel to Export Countries Revised May 18, 2022 — Added 2022 Model Year, Australia, and New Zealand Regions. Revised July 27, 2023 — Added 2023 and 2024 Model Years.

