



Service Bulletin

PRELIMINARY INFORMATION

Subject: Steering Wheel Vibration Or Customers Looking To Add Steering Stabilizer

Models: 2011-2014 Chevrolet Silverado 2500 HD / 3500 HD
2011-2014 GMC Sierra 2500 HD / 3500 HD

This PI was superseded to update Model Years. Please discard PIT5052C.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Steering wheel vibration or customers looking to add steering stabilizer for the Chevrolet Silverado and GMC Sierra HD 2500/3500 models.

Note: On 2011 trucks with a vibrations felt in the steering wheel, follow published SI diagnostics. The latest version of PI0650 may be helpful in diagnosing this condition.

Recommendation/Instructions

The 2500/3500 HD trucks are not built with a steering stabilizer

A steering stabilizer is listed in the parts catalog group 6.865 (steering linkage shock absorber) and is available, but is not intended to address vibrations or brake pulsations. This part can be added, but is not intended to be used for a warranty repair.

Additional information: The 2500/3500 HD's are specifically built without a Steering Dampener Shock.

The explanation below can be used to give a more detailed description of how the 2500/3500 HD steering system functions, with respect to road input.

Steering damper's predominate influence is on large heavy impacts encountered during more extreme off road events. For smaller chatter/bump surfaces, the steering damper does not see high enough rod velocity to generate resistance force. For these situations, there is more mounting bushing compression than anything else. The 2011-14 model year 2500/3500 HD steering gear system features the same knuckle steering arm to pitman arm length ratio as the previous (2010 and older) HD model, but the steering gear piston diameter is larger and capable of higher pressure, which creates more viscous damping in the 2011-14 model year 2500/3500 HD steering gear than the previous (2010 and older) HD model steering gears.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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