



Service Bulletin

Bulletin No.: 17-NA-350

Date: July, 2019

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 | 2020 | | | | |
| GMC | Sierra Models | 2016 | 2018 | | | | |
| | Sierra 2500/3500 | 2019 | 2020 | | | | |

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|-----------------------------------|--|
| 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. |

Parts Information

No parts are required for this repair.

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| Version | 2 |
| Modified | Released November 07, 2017 Revised July 08, 2019 - Added 2019 and 2020 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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