

# Service Update

## N192285970 Inspect Lug Nut Torque – US Only



Release Date: January 2020

Revision: 00

**Attention:** This service update involves 8 vehicles listed below in dealer inventory only, and will expire January 31, 2021.

1GC4YPE7XLF157142	1GC4YUEY6LF155511	1GC4YPEY5LF156411	1GC4YPEY0LF104510
1GC4YPEY0LF102787	1GC4YUEY8LF154845	1GC4YUEY2LF154968	1GC4YPEY0LF157434

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500 HD	2020	2020		

This service update should be performed on vehicles in dealer inventory only. 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.

<b>Condition</b>	Certain 2020 model year Chevrolet Silverado 2500 HD trucks may have lug nuts that are not tightened to specification. This condition may cause the wheel assembly to separate from the vehicle.
<b>Correction</b>	Dealers will remove and reinstall all four wheels, torquing all lug nuts to spec.

### Parts

No parts are necessary to perform this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104943	Remove, Reinstall, and Retorque all Four Wheels	0.4	ZFAT	N/A

### Service Procedure

- Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
- Remove and reinstall each wheel individually, and then torque to 140 lb-ft (190N-m).
- Lower the vehicle.

### Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than January 31, 2021.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin 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.

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.



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GLOBAL SAFETY FIELD INVESTIGATIONS  
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URGENT - DISTRIBUTE IMMEDIATELY

Date: January 24, 2020

Subject: N192285970 - Service Update  
Inspect Lug Nut Torque – US Only

Models: 2020 Chevrolet Silverado 2500 HD

To: All General Motors Dealers

General Motors is releasing Service Update N192285970 today. The total number of U.S. vehicles involved is 8 (listed below). Please see the attached bulletin for details.

1GC4YPE7XLF157142	1GC4YUEY6LF155511	1GC4YPEY5LF156411	1GC4YPEY0LF104510
1GC4YPEY0LF102787	1GC4YUEY8LF154845	1GC4YUEY2LF154968	1GC4YPEY0LF157434

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 24, 2020. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
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