



# Service Bulletin

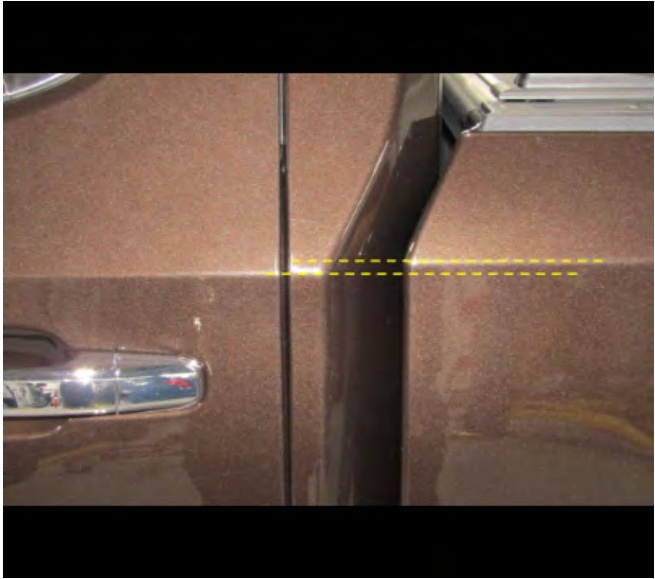
Bulletin No.: 20-NA-175

Date: September, 2020

## TECHNICAL

**Subject: Vertical Misalignment Between Cab and Pickup Box on Driver Side of Vehicle**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019	SOP	June 15, 2020	All	All
	Silverado 1500 (New Model - 12th VIN Digit = 7) - 4WD						
	Silverado 1500	2020	2020				
	Silverado 2500HD/3500HD						
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2020				
	Sierra 2500HD/3500HD						

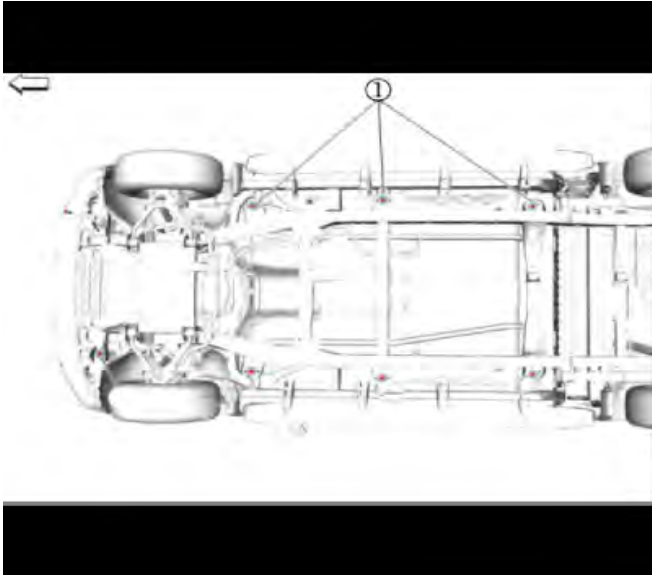
<b>Involved Region or Country</b>	North America, Middle East, Israel, Palestine, Chile, Paraguay and Thailand.
<b>Additional Options</b>	Crew Cab and Extended Cab Models ONLY
<b>Condition</b>	 <p style="text-align: right;">5645798</p> <p>Some customers may comment on noticing anywhere from 2 –10 mm (0.08 – 0.4 in.) vertical misalignment of the body feature line between the cab and the pickup box, on the driver's side of vehicle.</p>
<b>Cause</b>	The cause of the condition may be pickup box structure variation.
<b>Correction</b>	Realign the left side of the cab and install shim washers, following the steps in the Service Procedure below.

## Service Procedure



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1. Verify the condition by visually checking, and measuring, the body feature line variance, on the left side of the vehicle.
2. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

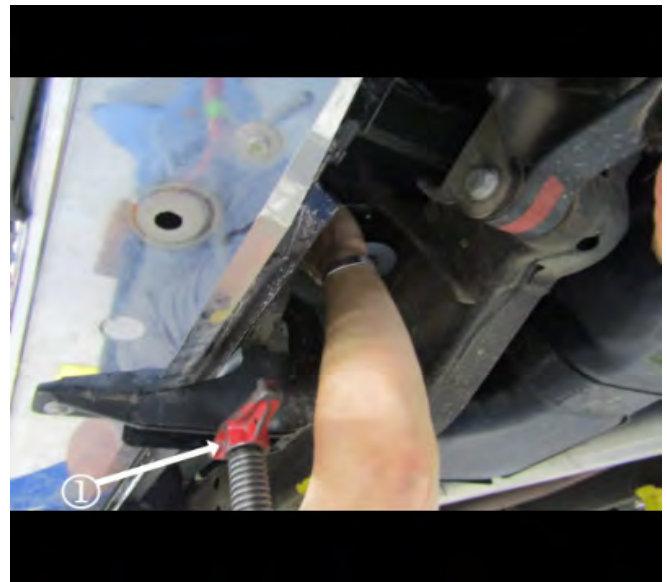


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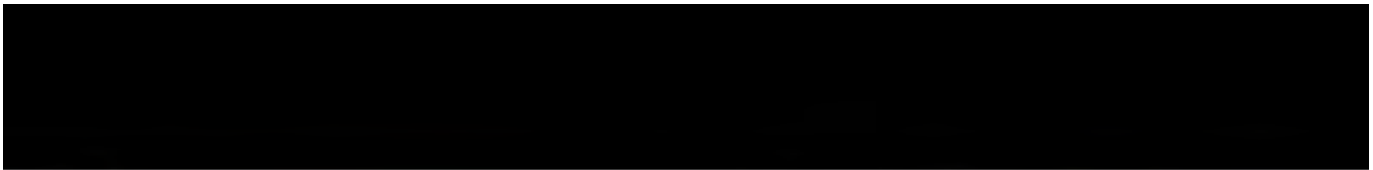
3. Remove the 3 left side body mount bolts and washers (1).



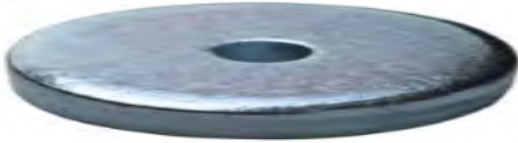
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**Note:** For trucks with running boards, the jack can be positioned below the running board bracket. For trucks without running boards, position the jack below the cab pinch weld and use a wood block to protect the paint, and sheet metal.

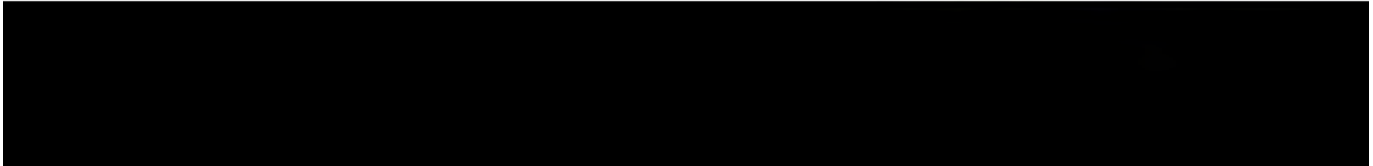
4. Using a jack stand (1), raise the cab high enough to achieve enough clearance to install the shim washers between the body of the truck and the top of each body mount.



①



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**Note:** Because there may be variance in how much of a misalignment is being addressed, varying combinations of the washer thickness stack-ups may be used. The washer stack-ups noted below were effective for our repair, and we felt making use of the thinner washers helped us better sneak up on a friction fit to the cab. If the thick washers cannot be installed with a feeling for a friction fit, using a combination of the thinner washers may be easier.

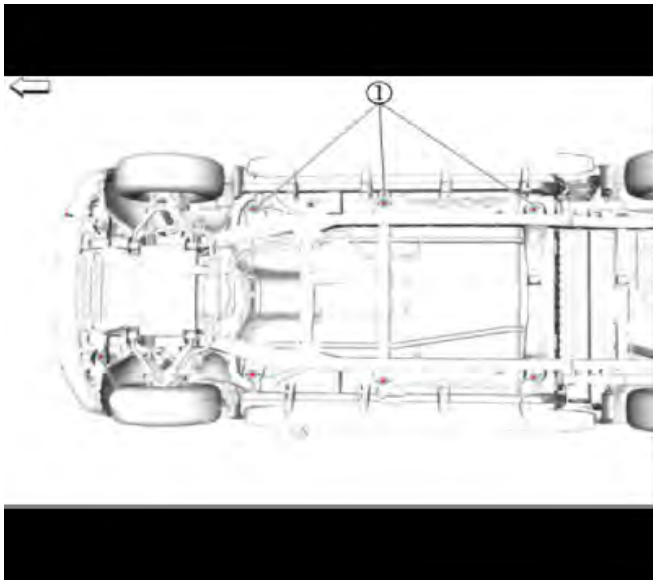
**Note:** In some cases, the installation of the forward most washer may not be necessary.

5. Install a combination of thick (1) and thin (2) shim washers to each body mount location, following the suggested stack-ups below. The rear most location will have the thickest washer stack-up, and the stack-ups will gradually reduce, going forward.



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- 5.1. Install 1 thick, and 2 thin washers, to the rearward most body mount location, and partially thread the bolt.
- 5.2. Install 2 thin washers, to the middle body mount location, and partially thread the bolt.
- 5.3. Install 1 thin washer, to the forward most body mount location, and partially thread the bolt.
6. Remove the jack stand from the cab.



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7. Perform the following procedure before installing the body mount bolts (1).
  - 7.1. Remove all traces of any of the original adhesive patch from the bolt threads.
  - 7.2. Clean the threads of the bolts with denatured alcohol, or equivalent, and allow to dry.
  - 7.3. Apply Threadlocker to the body mount bolts.



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8. Re-torque the 3 left side body mount bolts.

**Tighten.**

Tighten the bolts to 165 Nm (122 lb ft).

9. Remove the support and lower the vehicle.
10. Verify that the cab alignment condition has been eliminated.

**Parts Information**

Contact Fastenal at Phone: (877) 507-7555 or **Email:** webhelp@fastenal.com

For sales support outside North America, **Email:** intldirectship@fastenal.com

Causal Part	Description	Part Number	Qty
N/A	Fastenal Low Carbon Zinc Finish Steel Extra Thick Fender Washer (5/8 ID x 2 1/2 OD x 1/4")	11103756	Package of 3*
	Fastenal Low Carbon Zinc Finish Steel Thick Fender Washer (3/4 ID x 2 1/2 OD x 1/8")	11103749	Package of 5*
	Threadlocker	12345382 (U.S.) 10953489 (Canada)	As needed
* Most commonly, this repair requires 1 thick, and 5 thin washers, however different combinations may be found to be just as effective. Retain any extra washers for future repairs.			

### 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. Submit the cost of the required washers as "Net Item Miscellaneous".

Labor Operation	Description	Labor Time
1481418*	Realign Left Side of Cab to Pickup Box, Install Shim Washers	0.6 hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released - September 02, 2020

