



Service Bulletin

Bulletin No.: 18-NA-135


Date: February, 2021

TECHNICAL

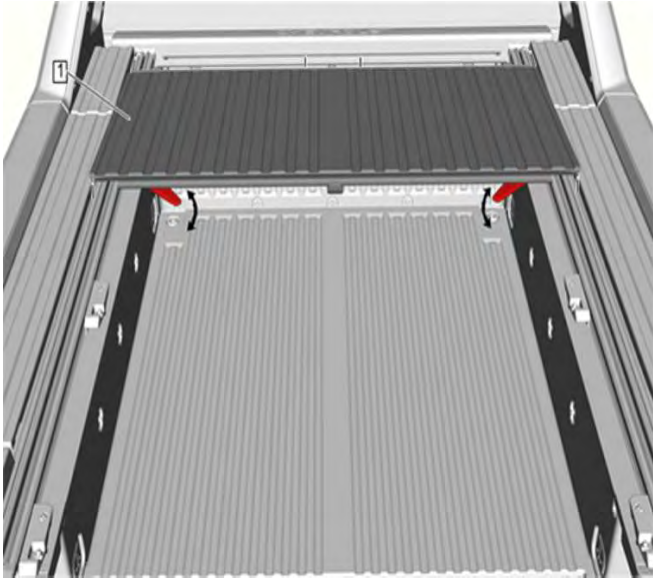
Subject: Water Leaks in Bed Area on Trucks Equipped with High Desert Package

This Bulletin replaces PIT5588. Please discard PIT5588.

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2017	2018	SOP	Built Prior to March, 1, 2018	All	All

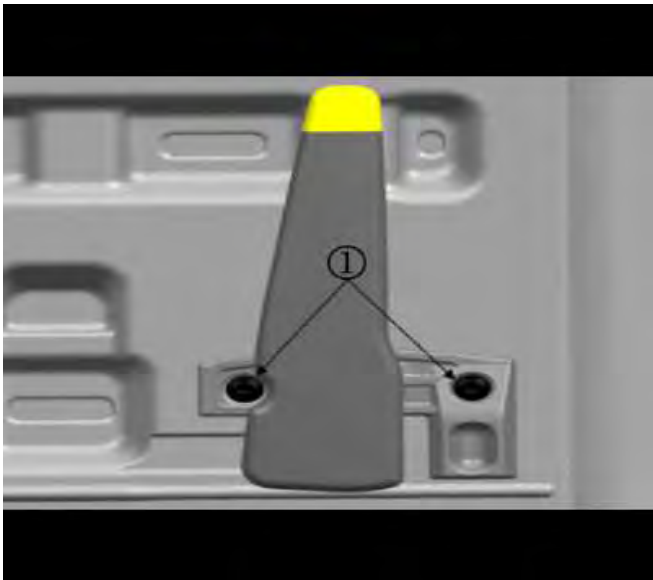
Involved Region or Country	North America, Middle East, Israel, Palestine, Chile and Thailand.
Additional Options (RPOs)	Equipped with High Desert Package — RPO (ZYD).
Condition	<div></div> <p>5048683</p> <p>Some customers may comment on finding water leaks in the bed area of their vehicle, which has the High Desert option package.</p>
Cause	The cause of the condition may be that the design intent of the High Desert Package is NOT to provide a completely water tight cargo area. The package is designed to have a water management system, but some water may still migrate into the bed area.
Correction	A design improvement has been made to all of the service parts listed in the part table below. Follow the Service Procedure below for part replacement and additional steps that can reduce, but not eliminate, water getting into the bed area.

Service Procedure



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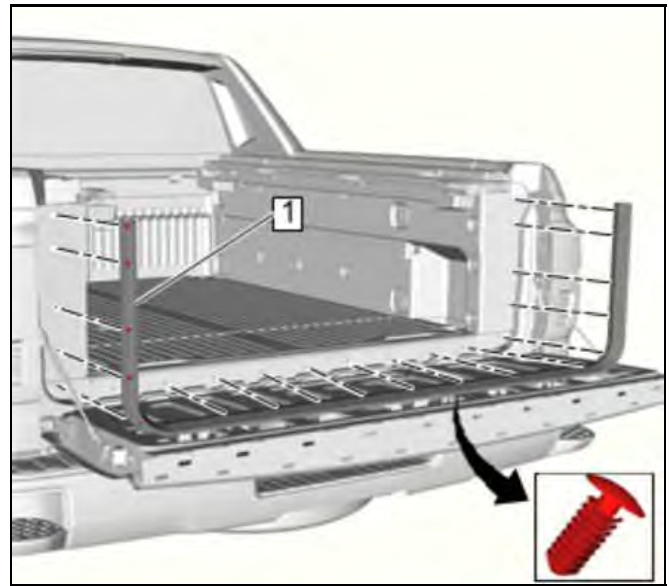
1. Remove all 3 cargo box covers. Refer to Cargo Box Cover Replacement (Front, ZYD), in SI.



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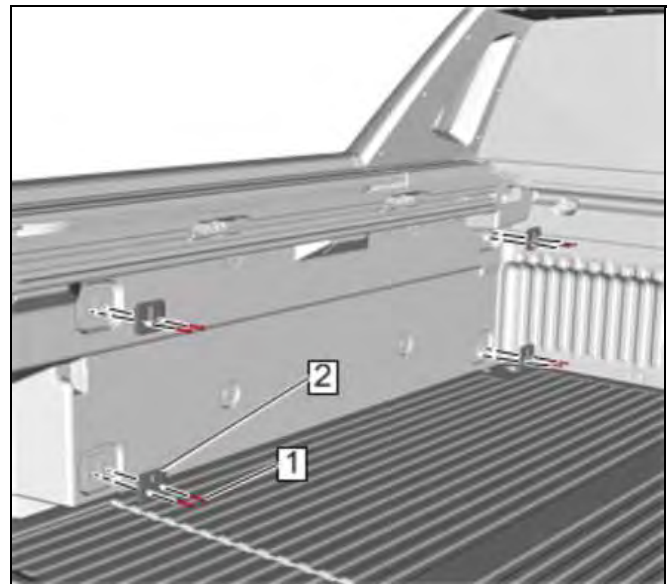
Important: Before discarding the original cargo box covers, it will be necessary to remove the latches and fasteners from all 3 covers, and retain them for transfer to the new replacement cargo box covers.

2. Remove the T-25 Torxscrews (1) slowly by hand. Do not use high speed electric, or pneumatic, equipment.



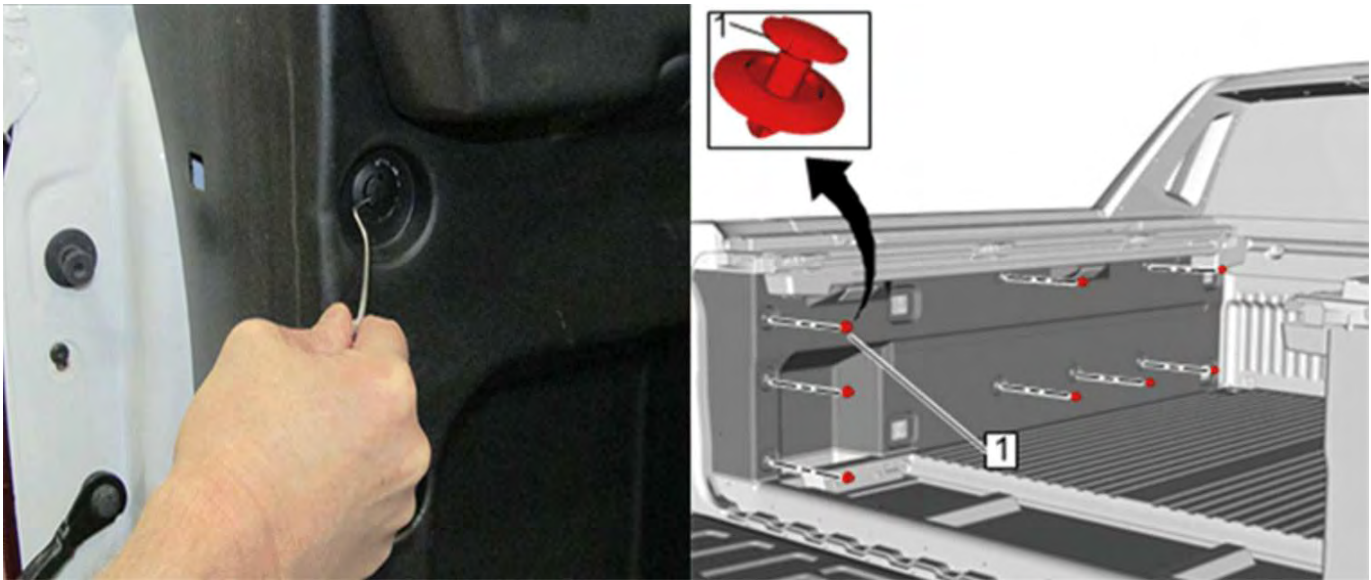
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3. Using a trim type tool, release the top 4 endgate weatherstrip retainers on both the left and right side of the vehicle.



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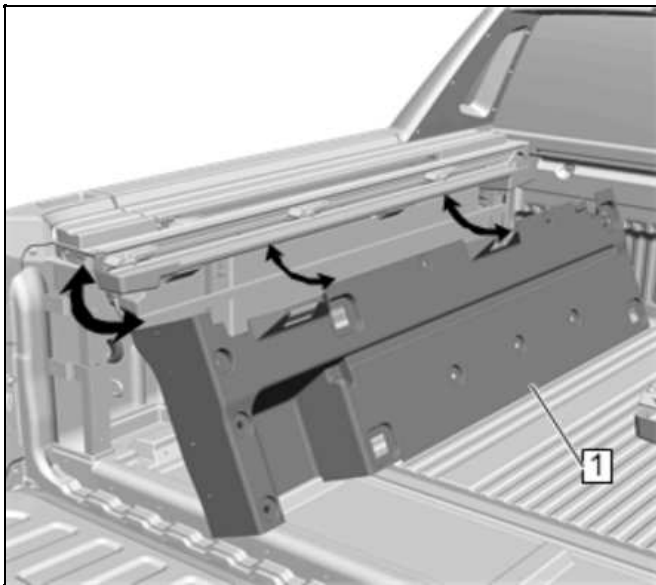
4. Carefully remove the 8 torx T25 pickup box cargo tie down loop bolts (1) and the 4 pickup box cargo tie down loops (2), from both the left and right side of the vehicle.



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Tip: To ease removal of each retainer, insert a pick, or other suitable tool, into one of the 3 openings of the retainer center, and pull to disengage the center portion completely.

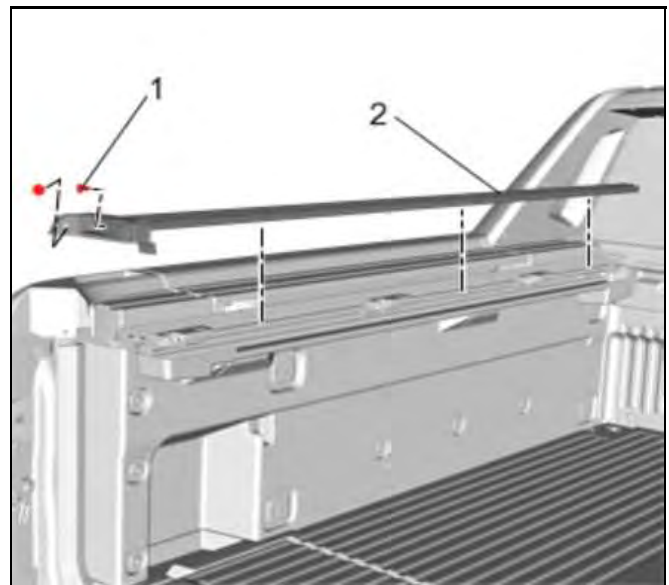
5. Remove the 8 pickup box side liner retainers (1) on both the left and right side of the vehicle.



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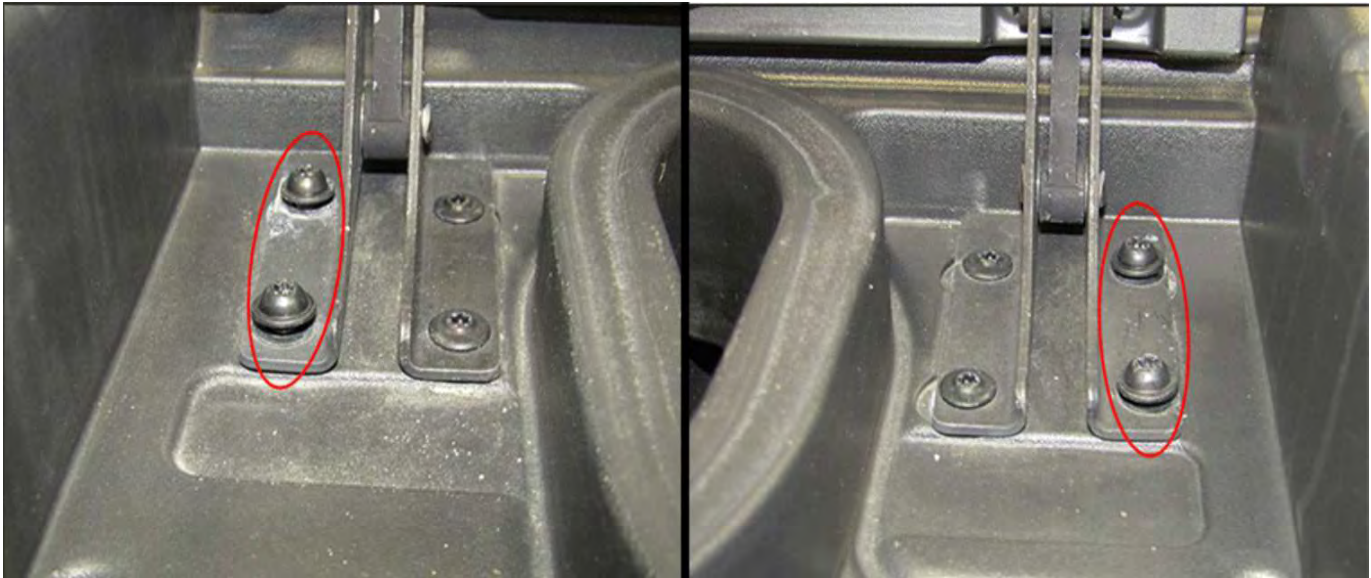
6. Remove the left (1) and right pickup box side liner by detaching the bottom retainers and pulling the bottom of the panel out, then down.

7. Remove the left and right side pickup box cover seals following the steps below:



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- 7.1. Remove the 2 pickup box cover seal retainers (1) at the rear of each seal.



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Important: ONLY loosen the 2 most forward and 2 most rearward bolts on each side. This prevents mis-alignment of the tool box lid upon re-assembly.

- 7.2. Loosen the 2 most forward and 2 most rearward bolts on both the left and right side tool box lid hinge springs.



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- 7.3. Loosen the 2 rear pickup box side upper molding bolts on both the left and right side of the vehicle.
- 7.4. Pulling upward on the loose, rear end of seal, remove both the left and right seals from the vehicle.



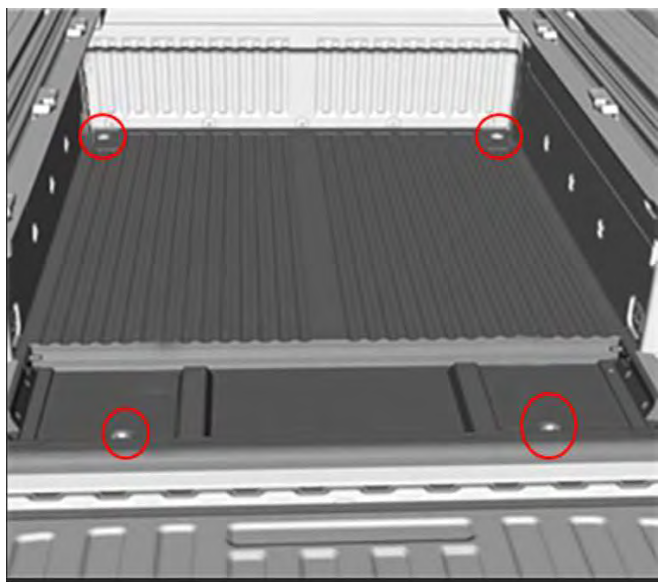
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8. Remove the front left and right front pickup box liner insulators (1).



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9. Remove and clean off any remaining tape residue, or sealer, at both insulator locations. Final clean both locations using Kent Automotive Acrysol, or a suitable solvent.



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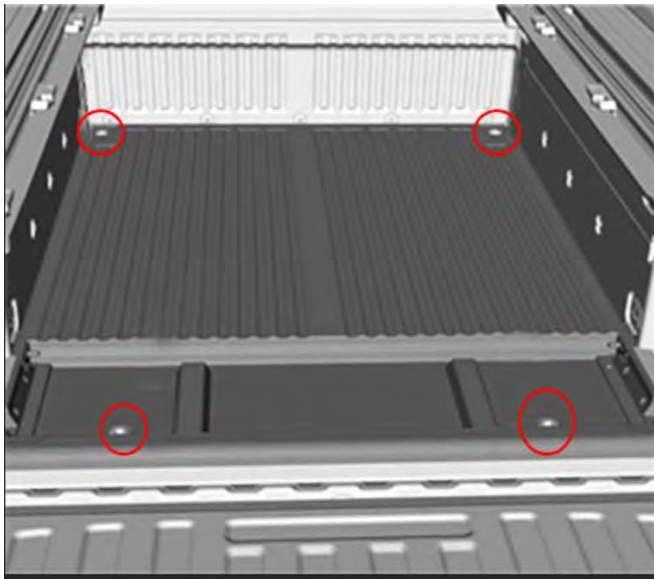
Note: The 2 rear drain plugs are beneath the bed floor storage cover.

10. Remove the 4 corner drain plugs from the pickup box bed liner.



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11. Using a razor blade, or suitable tool, cut slots into the bottom opening of each of the 4 drain plugs.



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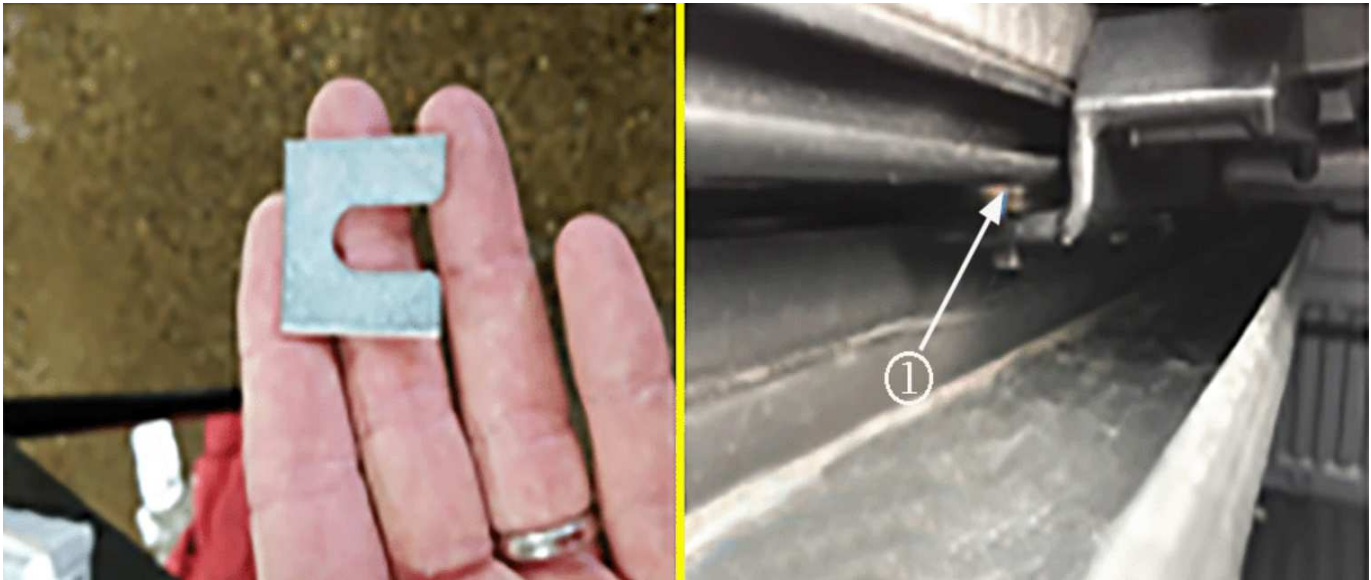
12. Reinstall the 4 drain plugs to the pickup box bed liner.



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Note: A short lower (1) and a long upper (2) plug will be installed at the rear. Only a short lower plug will be installed at the front.

13. Install 3 plugs to each the left and right side cargo box stow bracket (6 total). A long and short at the rear; a short at the front.



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Note: The addition of shims under the latch brackets will increase the load force on the closed latch.

14. Install 2, 1/8 in thick Kent Automotive Body

Alignment Shims, or equivalent, to ALL 3 cargo box cover latch bracket locations on both the left and right side of the vehicle (total shims 6 per side), following the steps below:



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Note: The side pickup box cover seal is shown installed in the graphic above for illustration purposes only. The seal will actually not be installed until a few steps later in the repair procedure.

- 14.1. Mark the position of all 6 cargo box cover latch brackets (3 per side) by applying tape at the forward or rearward edge of the bracket.



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Note: Installation of the right rear shim is shown in the graphic above.

- 14.2. Loosen the front and rear bolts at each latch bracket location and slide the shim between the bracket and the mounting structure.
- 14.3. Reposition the bracket to the alignment tape and tighten the 2 bolts at all 6 latch bracket locations.



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15. Without removing the red adhesive backing tape film, dry fit the new left and right front pickup box liner insulators (muckets) into position.

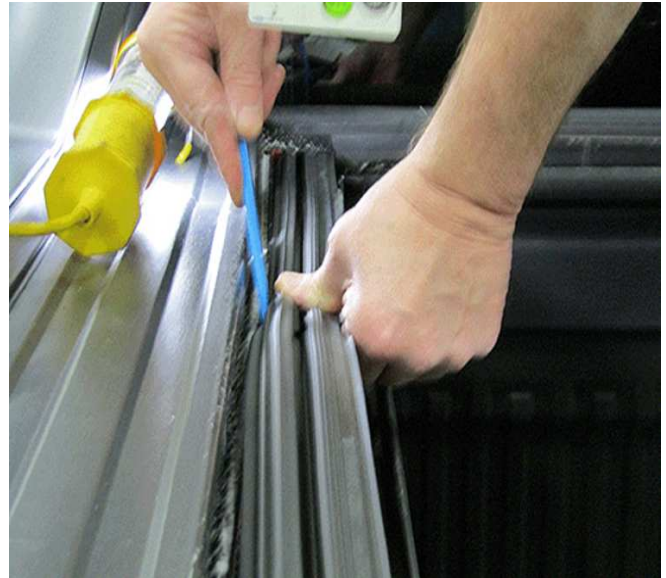


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Tip: Spraying a mild soap and water mixture, glass cleaner or equivalent, on the track of the cargo box stow bracket channels and seals, may ease installation.

16. Install a new side pickup box cover seal to both the left and right side of the vehicle, following the steps below:

- 16.1. Starting on either side, butt the front end of the seal to the front insulator, ensuring no gap between them.



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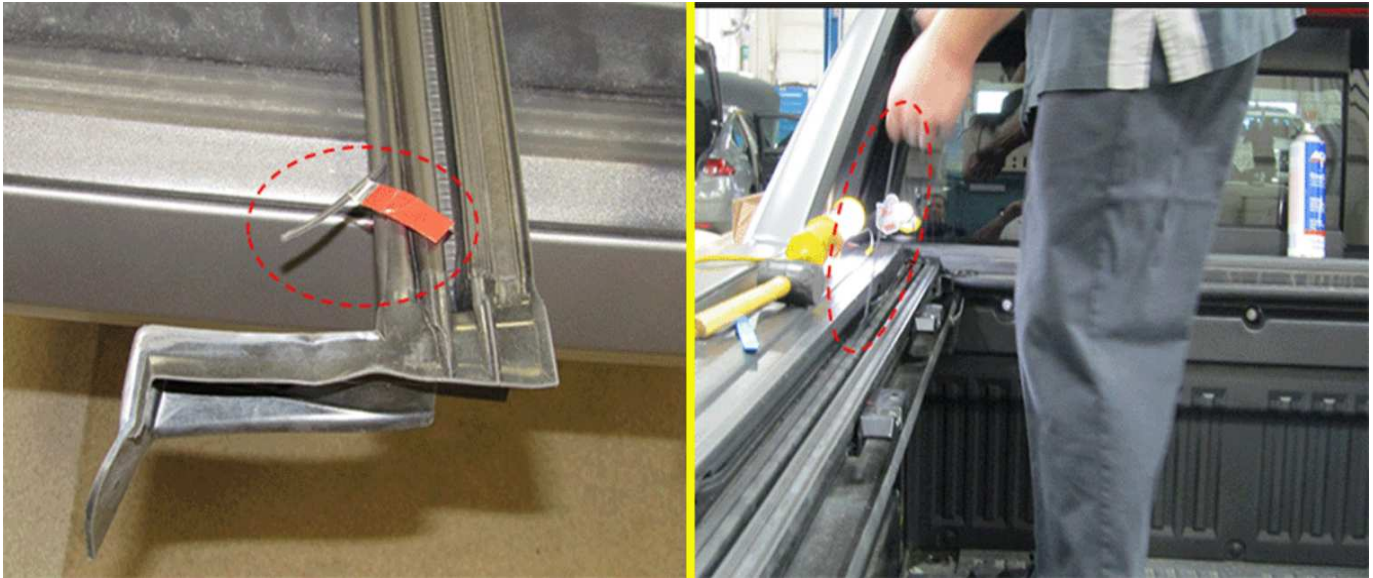
- 16.2. Working from front to back, use a trim stick or suitable tool to firmly press the outboard lip of the seal, so it seats into the stow bracket channel.

- 16.3. Firmly press the full width of the seal into the full length of the channel.



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- 16.4. Using a rubber mallet, or suitable tool, fully seat the seal along the full length of the channel.



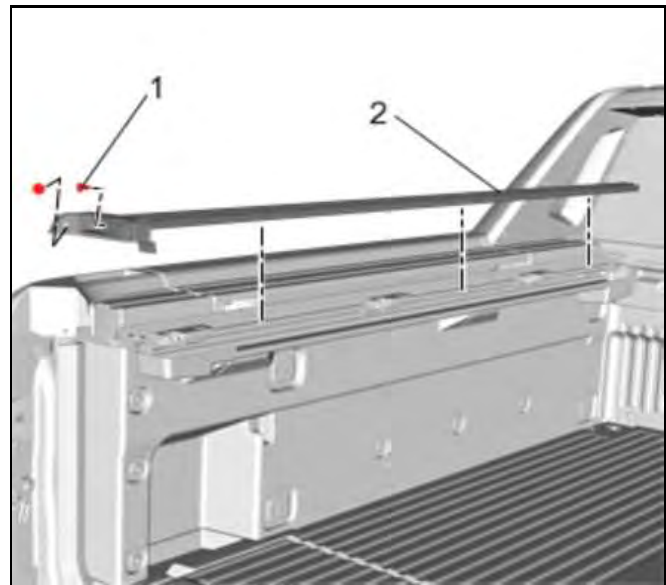
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- 16.5. Pull the release string off of the new seal from rear to front, to seat the inboard lip of the seal into position.



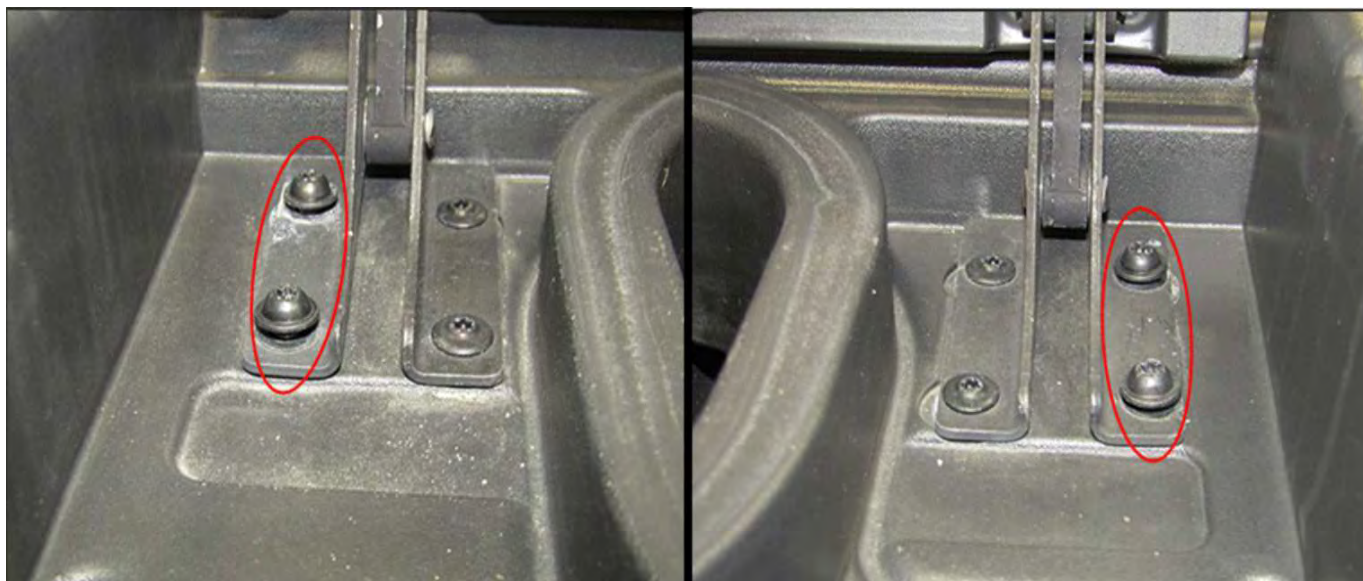
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Note: Ensure the rear of the seal is fully seated and the bottom tail flap is tucked into the plastic tray.



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- 16.6. Reinstall the 2 pickup box cover seal retainers (1) at the rear.
17. Repeat the steps in #15 and install the opposite side cover seal.



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18. Tighten the 2 most forward and 2 most rearward bolts on both the left and right side tool box lid hinge springs.

Tighten

Tighten the bolts to 2.5 N•m (22 lb in).

20. Remove both front insulators from their dry fit position and starting on either side, install one insulator to each side of the vehicle, following the steps below:

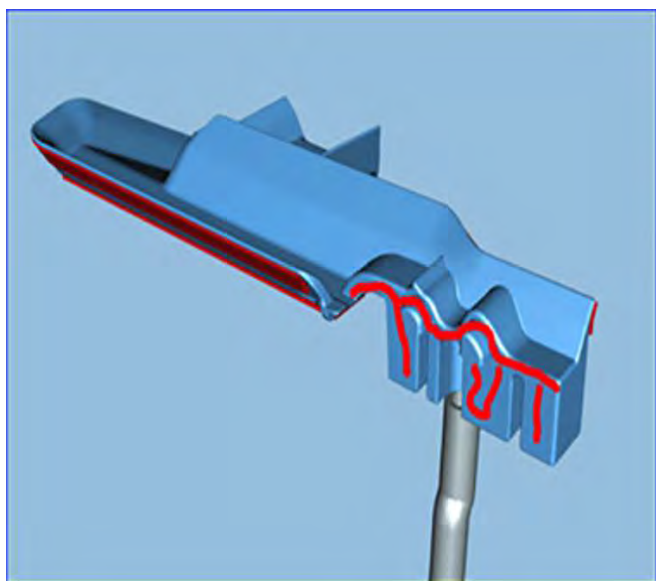


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19. Tighten the 2 rear pickup box side upper molding bolts on both the left and right side of the vehicle.

Tighten

Tighten the bolts to 2.5 N•m (22 lb in).



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- 20.1. Apply 3M™ Scotch-Weld™ Urethane Adhesive P/N DP604NS, or equivalent, to the insulator, in the area shown in red, in the graphic above.



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- 20.2. Puddle a small amount of Urethane adhesive on either side of the sheet metal opening, as shown in the graphic above.



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- 20.3. Install the drain tube of the insulator into the sheet metal opening, and starting at the front, push the insulator down into position.



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- 20.4. Add a small amount of the Urethane adhesive between the end of the seal and the insulator.
- 20.5. Remove the red backing from the double sided tape on the front and rear of insulator.
- 20.6. Press firmly along each edge to wet out the tape and fully seat the insulator.

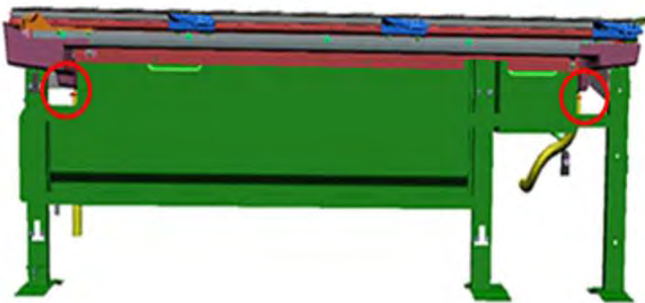


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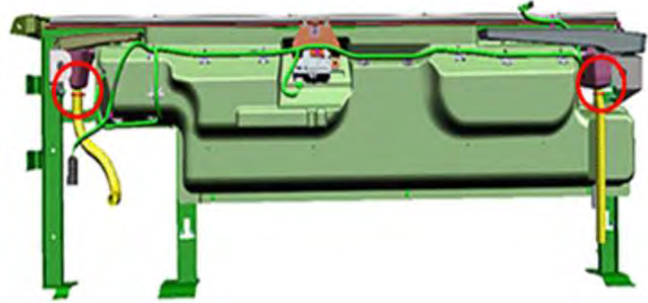
20.7. Using a small brush, smooth and even out the adhesive at the seam of the insulator and the cover seal.

21. Repeat steps in #19 and install the opposite side insulator.

①



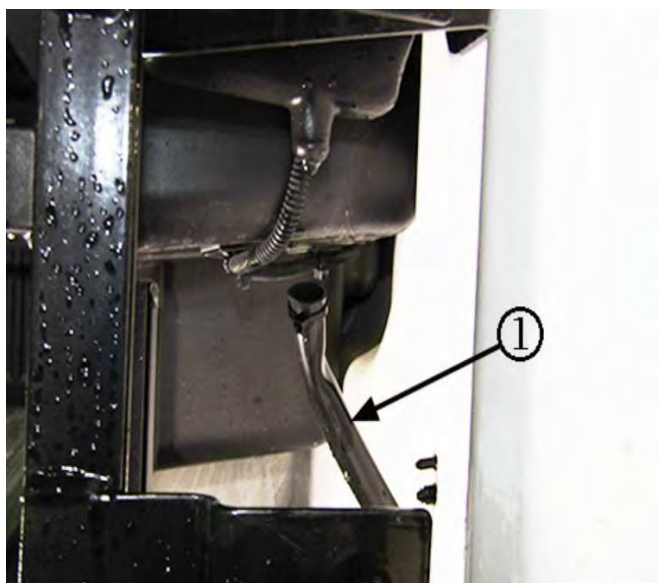
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Note: The illustration above shows the right cargo stow bracket in vehicle position (1) and removed showing the backside (2) to clearly show the drain/hose locations. It is not necessary to remove the stow bracket to complete this repair.

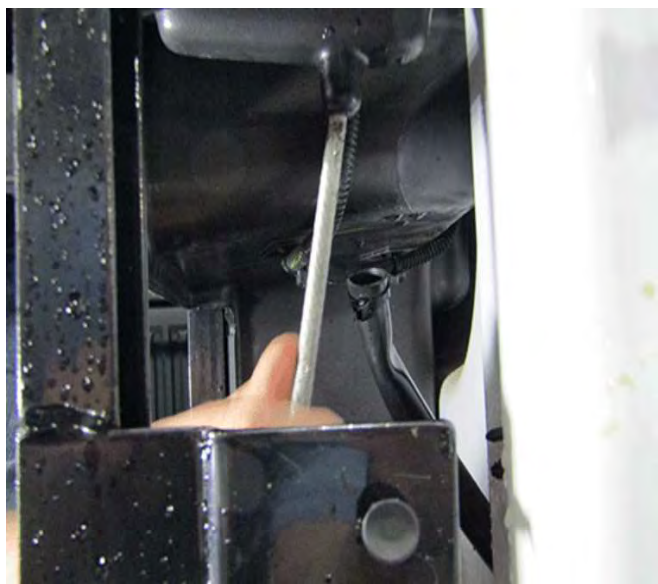
22. Enlarge the openings in the front and rear drains of the cargo box stow bracket on BOTH sides of the vehicle, by completing the repair steps below:



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22.1. Starting on either side, disconnect the rear drain hose (1) from the rear water gutter.

22.2. Clear any debris from the gutter opening/hose and allow any accumulated water to drain out.



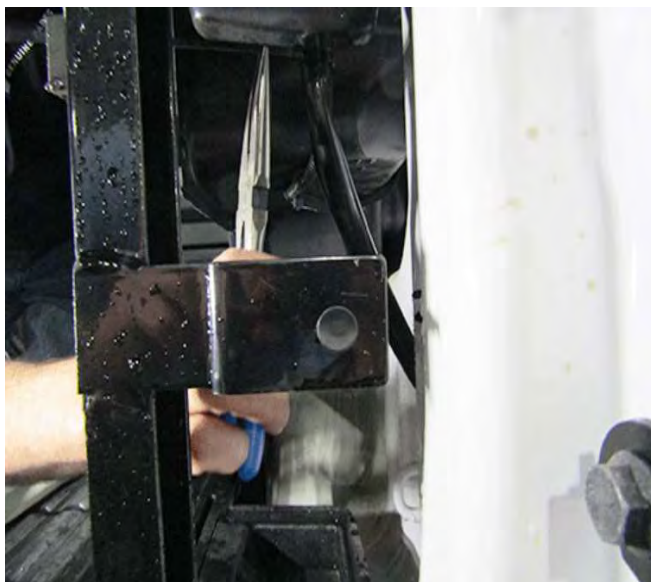
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22.3. . Using a round file, or similar tool, enlarge the drain opening of the gutter.



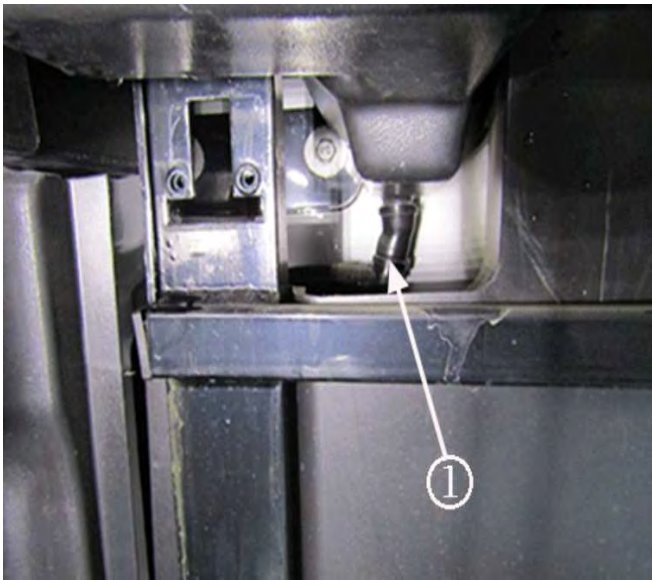
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22.4. Reattach the hose to the gutter and secure tightly by installing a new tie strap.



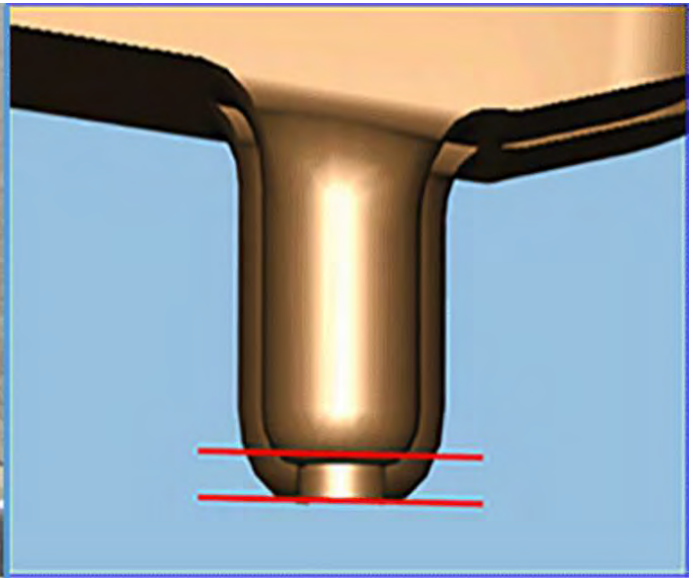
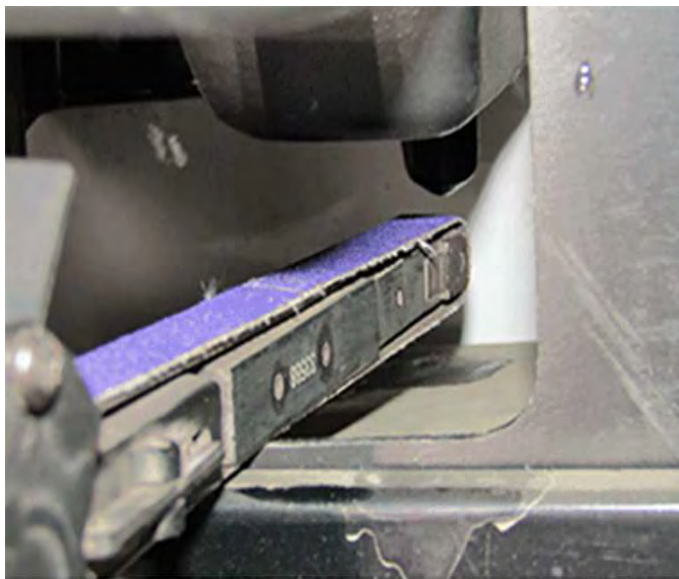
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Tip: Using needle nose pliers, or a suitable tool, will aid in tightening the tie strap.



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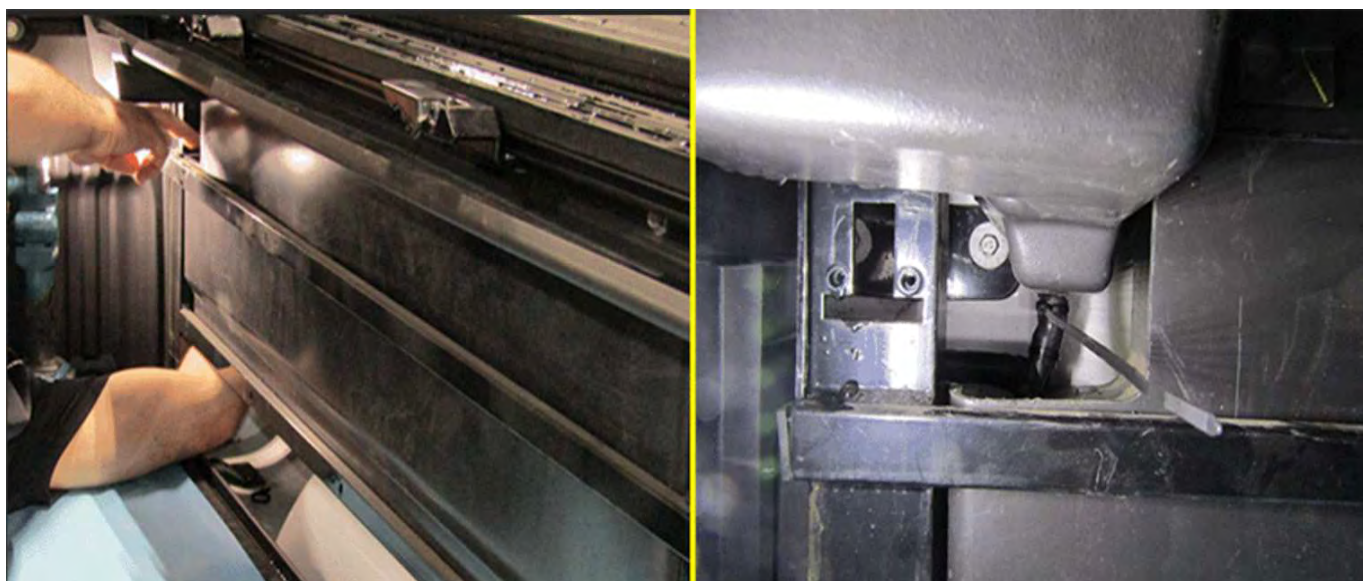
- 22.5. Disconnect the front drain hose (1) from the front water gutter.
- 22.6. Clear any debris from the gutter opening and allow any accumulated water to drain out.



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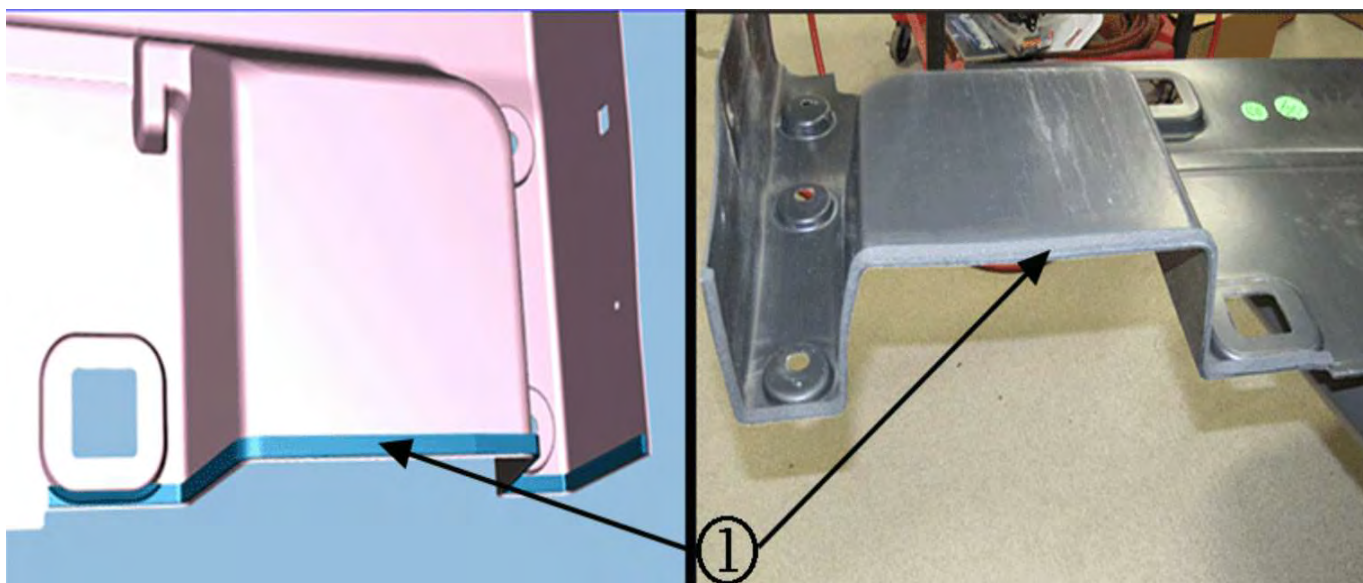
Note: Because of the limited vertical access to the front drains, enlarging the front drain opening is attained by removing material from the bottom of the drain.

- 22.7. Using a flat file, or preferably an air belt sander, remove 2 mm of material from the bottom of the gutter drain.



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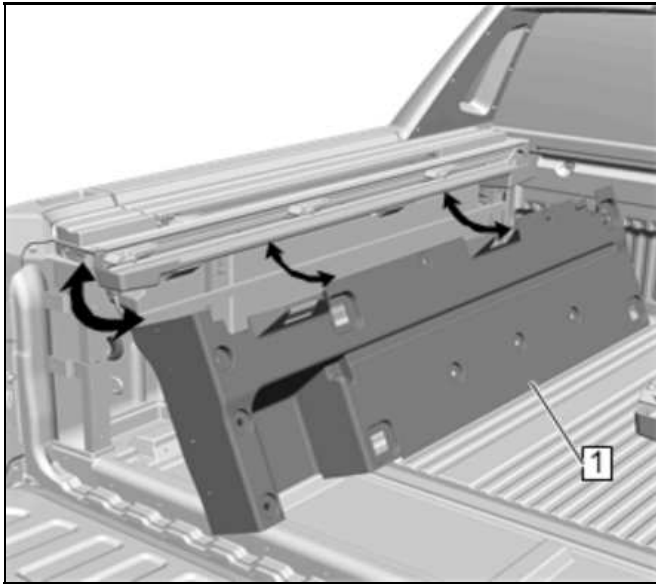
- 22.8. Reaching under and through the cargo stow bracket opening, reattach the hose to the gutter and secure tightly by installing a new tie strap.
23. Repeat the steps in #21 and enlarge the 2 drains on the opposite side.



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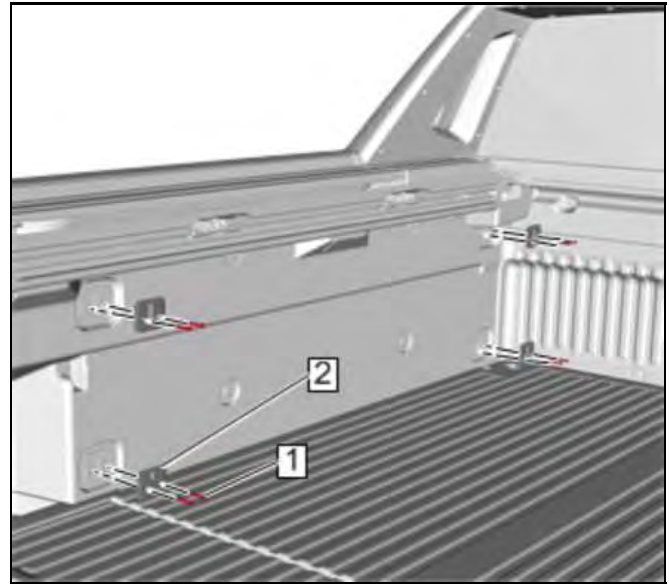
Note: To improve tape adhesion, clean the plastic surface of the pickup box side liners using Kent Automotive Acrysol, or a suitable solvent, prior to the tape application.

24. Install a 760 mm (30 in) piece of Kent Automotive Adhesive Back Shim Stock P/N P46485, or equivalent, at the rear of BOTH the left and right pickup box side liners, in the location shown (1) in the illustration and graphic above.



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25. Install the left (1) and right pickup box side liners to the vehicle

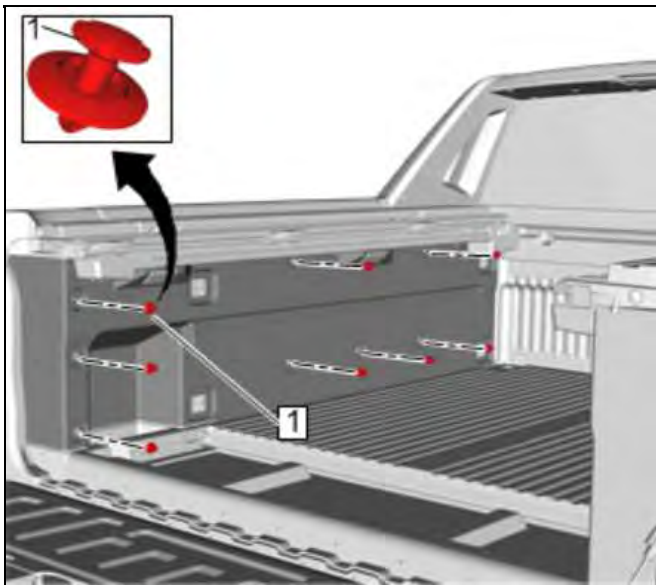


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27. Reinstall the 8 pickup box cargo tie down loop bolts (1) and the 4 pickup box cargo tie down loops (2), to both the left and right side of the vehicle.

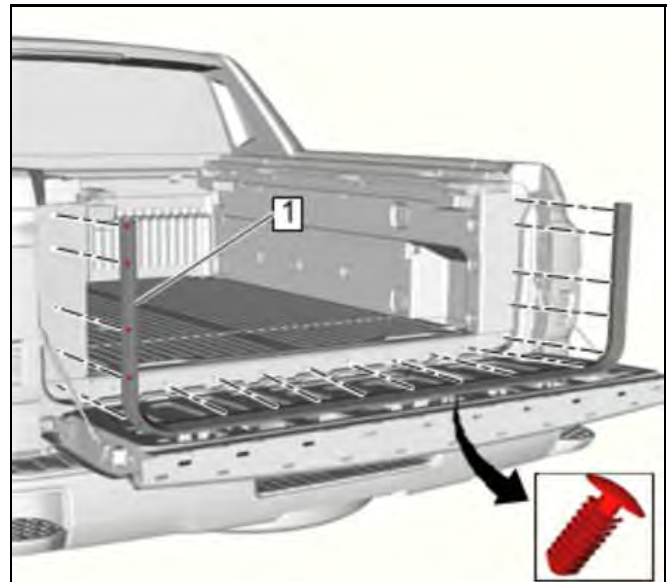
Tighten

Tighten the bolts to 4 N•m (35 lb in).



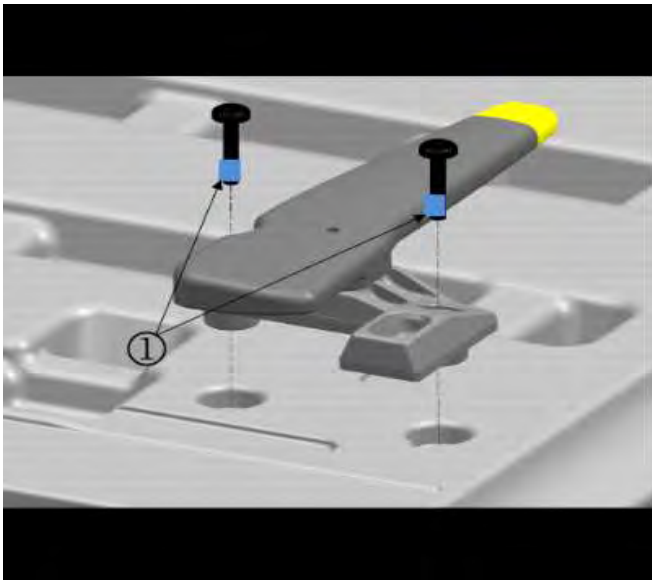
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26. Reinstall the 8 pickup box side liner retainers (1) on both the left and right side of the vehicle.



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28. Reinstall the top 4 endgate weatherstrip retainers on the left and right side.



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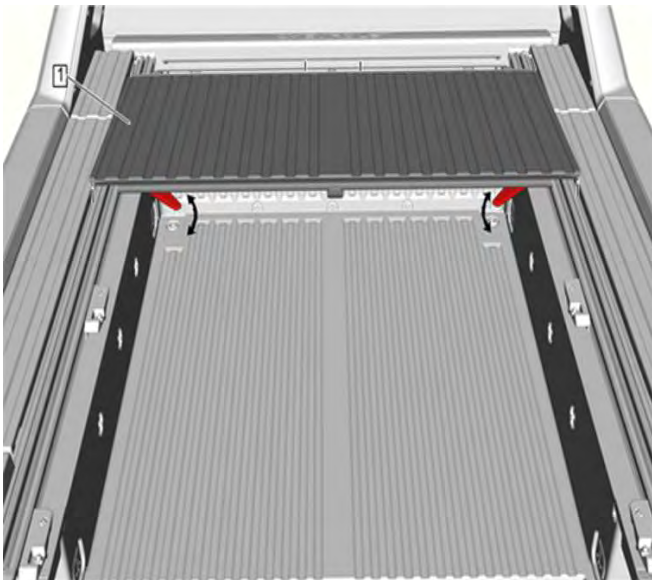
Note: The new replacement cargo box covers no longer come with the latches attached. Prior to installing the new cargo box covers it will be necessary to install the original latches and fasteners, removed previously from the original covers.

Important: Prior to installation of the screws, apply P/ N 19333511 blue threadlocker (1) to the screws.

29. Install T-25 Torx screws slowly, torquing by hand. Do not use high speed electric or pneumatic equipment

Tighten

Tighten the screws to 6 Nm (53 lb in).



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Important: Allow the 3M Urethane adhesive to fully dry/cure for at least 1 hour before installing the cargo box covers.

30. Install the 3 new cargo box covers. Refer to Cargo Box Cover Replacement (Front, ZYD), in SI.

Parts Information

Contact Kent Automotive at 1-888-YES-KENT, or online at www.kent-automotive.com.

Contact 3M at 1 (888) 364-3577, on online at www.3m.com

Causal Part	Description	Part Number	Qty	Material Allowance
X	COVER ASM-CARGO BOX RR	84482779	1	N/A
X	COVER ASM-CARGO BOX CTR	84482781	1	
X	COVER ASM-CARGO BOX FRT	84482780	1	
X	INSULATOR-PUBX LNR	84482755	1	
X	INSULATOR-PUBX LNR	84482756	1	
X	SEAL,BK BODY OPG FRM SI FIL UPR PNL	84506882	1	
X	SEAL,BK BODY OPG FRM SI FIL UPR PNL	84506883	1	
N/A	PLUG-CARGO CARR PUBX S/RL HOLE (Short)	84435234	4	
N/A	PLUG-CARGO CARR PUBX S/RL HOLE (Long)	84435235	2	
N/A	3M™ Scotch-Weld™ Urethane Adhesive	DP604NS	1	\$19.20 U.S. (\$24.14 Canada)**
N/A	Kent Automotive Adhesive Back Shim Stock	P46485	2 – 760 mm lengths	\$2.95 U.S. (\$3.71 Canada)**
N/A	Kent Automotive Body Alignment Shim	P33926*	12	\$2.68 U.S. (\$3.37 Canada)**

Causal Part	Description	Part Number	Qty	Material Allowance
N/A	ADHESIVE, THREAD-LOCKER MED STRGTH BLUE ACDELCO	19333511 (10953489 Canada)	0.2 oz	-
*This part is a 100 count pack, enough to repair 8 vehicles. Retain the remaining shims for future use.				
**Submit these Material Allowances as "Net Item Miscellaneous".				

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
1080608*	Retrofit and Install New High Desert Package Parts, (Includes Transfer Latches)	4.3 hrs.
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released April 26, 2018 Revised January 29, 2021 – Updated Service Procedure to Transfer Latches on the 3 Cargo Box Covers, and Updated Labor Operation Time

