



Service Bulletin

Bulletin No.: 21-NA-270

Date: November, 2021

INFORMATION

Subject: Vibration Caused by Tires

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 4500HD/ 5500HD/6500HD	2019	2021				

Involved Region or Country	United States
Additional Options (RPOs)	
Condition	Some customers may comment on a vibration while driving.
Cause	The cause of the condition may be that the wheel and tire assemblies require Road Force balance.
Correction	<p>Verify the vibration is from the tires by using Pico scope (NVH). Lift and support the vehicle and remove the wheels, refer to <i>Wheel Replacement</i>. in SI. Then separate the tire from the rim, using the hunter Road Balancer, the wheels should be measured, and the high spots identified and marked. The front tires should have a RFV less than 50 lbs.</p> <p>Once these are measured the tire pairs should be reinstalled with the high spots clocked 180 degrees from each other.</p> <p>Note: For wheel/tire assemblies above 75 lbs RFV clocking the high spots 180 degrees may not provide enough reduction in vibration. Drive to determine, and replace rear tires as needed to achieve required RFV per wheel tire assembly.</p>

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