Service Bulletin

Bulletin No.: 22-NA-167
Date: August, 2022

INFORMATION

Subject: **Light and Medium Duty Truck Product Identification and Warranty Summary Chevrolet/ GMC Dealers**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Low Cab Forward (LCF) 3500, 4500, 4500 HD, 4500 XD, 5500 HD, 5500 XD, 6500 XD, 7500 XD	2016	2023				
	Silverado 4500 HD, 5500 HD, 6500 HD	2019					
	Express 4500	2017					
GMC	Savana 4500						

Important: For the previous generation Medium Duty trucks last built in the 2009 model year, reference bulletin "02-00-89-007D: Light and Medium Duty Truck Warranty, Crossline Warranty Eligibility and Guidelines for Chevrolet/ GMC Dealers"

Involved Region or Country	United States Only **Important:** This service bulletin is not applicable dealers outside of the United States. The current production Medium Duty trucks are only available in the US.

Information

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

The purpose of this bulletin is to help identify what GM vehicles are considered Medium Duty Trucks and provide a summary of warranty coverage along with what dealers can service these trucks.

Only qualified Chevrolet Medium Duty dealers can provide service, warranty repairs, recall completion and parts ordering. Chevrolet Medium Duty dealers can be identified at https://www.gmfleet.com/locate-a-dealer

Medium Duty Truck Identification

6141011

Current General Motors medium duty trucks are only available as Chevrolet, and most medium duty trucks are significantly larger than their light duty counterparts.

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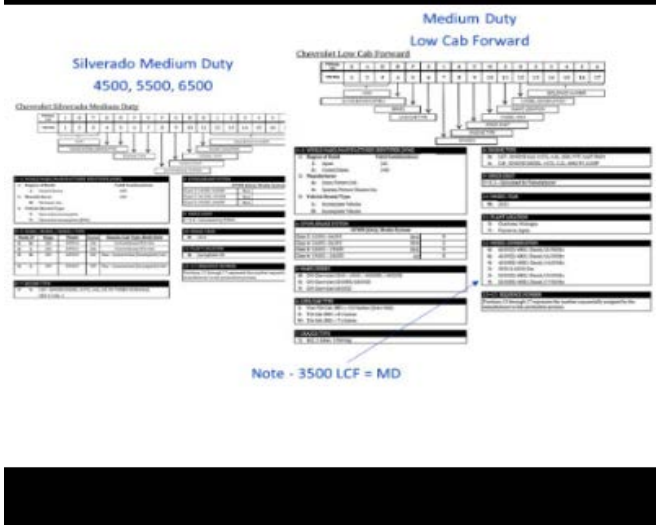
The trucks below are examples of the Chevrolet LCF 3500, 4500, 5500, 6500, 7500 and Silverado 4500 HD, 5500 HD, 6500 HD trucks. Please note that even though there are 3500 series LCF trucks, they can only be serviced at Chevrolet Medium Duty dealers.

6141015

Medium Duty

1. 2020 Chevrolet Low Cab Forward
2. 2020 Chevrolet Silverado Chassis Cab

Medium Duty VIN Card Examples



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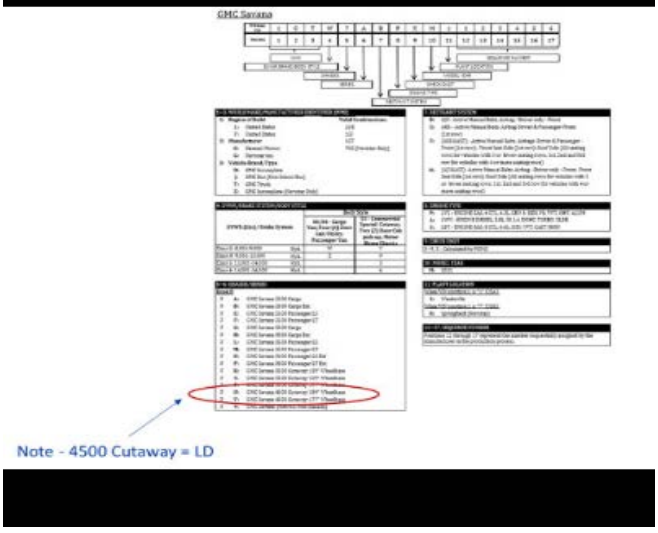
Light Duty Vehicles

6141021

The following are examples of Light Duty Trucks. Specifically note the Express and Savana 4500 are light duty vehicles and while these are larger examples, they can be service serviced and perform warranty repairs by qualified light duty dealers. Any version of a light duty truck is available in Chevrolet or GMC models. Examples below include Chevrolet Silverado 2500 HD, Silverado 3500 HD, Express 3500 and Express 4500. Also included are the GMC Sierra 2500 HD and Savana 4500:

Light Duty VIN Card Example



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Unique Warranty Coverage for Select Components on Medium Duty Vehicles (reference the appropriate New Vehicle Limited Warranty for full details and exclusions)

Low Cab Forward 3500-7500 Series Trucks	
Bumper-to-Bumper Coverage	The complete vehicle is covered for: Gasoline engine powered units are covered for 3 years or 36,000 miles, whichever comes first Diesel engine powered units are covered for 3 years/unlimited miles
Limited Powertrain Warranty Coverage	Gasoline engine powered units are covered for 5 years or 75,000 miles, whichever comes first Certain commercial fleet and/or government fleet vehicles equipped with a gas engine, purchased under a qualifying fleet account number are covered for 5 years or 100,000 miles, whichever comes first on Chevy LCF, Diesel engine powered units are covered for 3 years/unlimited miles Excluding Cummins & Allison see warranty booklet provided
Cummins Engines	Covered by Cummins – See Separate Cummins booklet in glovebox
Allison® Automatic Transmissions	The Allison automatic transmissions installed in LCF and Silverado 4500-6500 HD trucks can only be serviced by franchised Allison® transmission dealers. Without the Allison® franchise, dealers cannot perform warranty repairs or service the transmissions See Separate Allison Warranty Booklet in glovebox materials
Tire Coverage	The tires supplied with your Low Cab Forward Truck are covered by Chevrolet against defects in material or workmanship for 2 years or 24,000 miles, whichever comes first. Wear-out is not considered a defect, and it may occur before the vehicle warranty expires. In this case, the owner is responsible to purchase replacement tires, or seek coverage solely from the tire manufacturer. For procedures, reference 16-NA-331: Warranty Administration - General Motors Tire Warranty Policies and Procedures for Low Cab Forward Medium Duty Trucks (U.S. Medium Duty Dealers Only) - (May 2, 2022)
Silverado 4500HD, 5500HD, and 6500HD	
Bumper-to-Bumper Coverage	The complete vehicle is covered for 3 years or 36,000 miles, whichever comes first
Duramax™ Diesel Engines	6.6 Duramax Turbo-Diesel Engine coverage is provided for 5 years or 100,000 miles, whichever comes first
Allison Transmission	Vehicles equipped with Allison automatic transmissions are covered by Allison's warranty and Extended Service Coverage (ESC). See Allison information provided with the vehicle for specific details applicable to warranty and ESC coverage for individual Allison transmission model and series.

Version	1
Modified	Released August 15, 2022

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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