

Subject: Engineering Information – Front Upper Control Arm Ball Joint Separated from Socket

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL. Refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2019	2021	—	—	—	—
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
GMC	Sierra	2019	2021				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with CHASSIS PACKAGE-"OFF ROAD" 2 INCH LIFT (RPO Z7X)
Condition	Some customers may comment on the front upper control arm ball joint being separated from the socket.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

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.

If you encounter a vehicle with the above concern, ensure that vehicle meets the following qualifications and contact one of the engineers listed below:

1. The vehicle must not have been modified with a suspension lift/level kit.
2. The vehicle must have the factory specification tires, wheels, shocks, upper and lower control arms, shock top mount.
3. The vehicle history must not include previous repairs which would have required the upper control arm ball joint nut removal and upper control arm / knuckle separation on either side of vehicle.
4. The vehicle must not have any accident history involving damage to front wheel and tire.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
8080718*	Engineering Information - Front Upper Control Arm Ball Joint Separated from Socket	0.3 hr

*This is a unique Labor Operation for bulletin use only.

Version	1
Modified	Released August 16, 2022