

Service Update

N222378521 Front Right Corner to Knuckle Fastener Failure



Release Date: November 2022

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500HD/3500HD	2022	2022		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On certain 2022 model year Chevrolet 2500HD/3500HD vehicles, the passenger's side front bearing/hub assembly fasteners (bolt that fastens hub to steering knuckle) may have been yielded during assembly.
Correction	Dealers are to replace the front hub bolts on the passenger's side.

Parts

Quantity	Part Name	Part No.
4	Front Wheel Hub Bolt	11549338
1	Half Shaft Nut (4WD only)	11612295
1	Threadlocker* (4WD only)	19369733(US) 10953488(CA)

* One tube services 10 vehicles.

Open Dealer Ordering (no restriction)

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. A quantity limiter may be in effect.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106543	Front Hub Bolt Replacement 2WD 4WD	0.3 1.4	ZFAT	N/A

Service Procedure

1. Lift the vehicle. Refer to *Lift and Jacking the Vehicle* in SI.
2. (4WD only) Remove the right Front Wheel Drive Half Shaft. Refer to *Front Wheel Drive Half Shaft Replacement – Right Side* in SI.

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Note: All four Front Wheel Hub Bolts need to be replaced.

3. One bolt at a time, remove each Front Wheel Hub Bolt and install and tighten a new Front Wheel Hub Bolt to 180 Nm (133 lb ft).
4. (4WD only) Reinstall the right Front Wheel Drive Half Shaft. Refer to *Front Wheel Drive Half Shaft Replacement – Right side* in SI.
5. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6345
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 17, 2022

Subject: N222378521 - Service Update
Front Right Corner to Knuckle Fastener Failure

Models: 2022 Chevrolet Silverado 2500HD/3500HD

To: All General Motors Dealers

General Motors is releasing Service Update N222378521 today. The total number of U.S. vehicles involved is approximately 23. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated November 17, 2022. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS