



Service Bulletin

Bulletin No.: 22-NA-183

Date: July, 2023

INFORMATION

Subject: Information on Heavy Duty Silverado and Sierra with 17" Wheels and QHQ Tires with Poor Ride Quality

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/3500HD	2020	2024				
GMC	Sierra 2500HD/3500HD						

Involved Region or Country	North America
Condition	Some customers may comment on poor ride quality at highway speeds.
Cause	This condition may be caused by tire inflation pressure that is high to handle load capacity of the truck. If the truck is driven unloaded, then the road inputs may give a harsh ride for the occupants.
Correction	<p>Important: This is not a warranty concern, but an option and any action taken would be a customer pay event.</p> <p>Note: Techline will need to be contacted to update the calibration to correct the speedometer.</p> <p>Verify that there are no imbalance or road force issues with the tires.</p> <p>If the tires are within balance and RF specs and the ride quality is still undesirable, to improve ride quality, the Accessory Group has released an 18" or 20" wheel and tire for this model of truck. Refer to the Accessory Site for available wheels and tires system.</p> <p>The spare tire and wheel will have to be replaced with the production 18" spare to provide the correct circumference tire to work properly with the ABS and stability system. .</p>

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.

Parts Information

Note: Parts needed for spare tire assembly:

Causal Part	Description	Part Number	Qty
N/A	WHEEL ASM-18X8	9597730	1
N/A	TIRE LT275/ 70R18 E	23376704	1
N/A	STEM ASM - TIRE VALVE	9593595	1
N/A	STRAP ASM-SPA WHL STOW	84275188	1
N/A	LABEL – TIRE PRESS ENGLISH	19206430	1
N/A	Label Kit – Canada English/ French	19206431	1

Version	2
Modified	Released September 07, 2022 Revised July 20, 2023 - Added 2024 to Model Year.

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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