



# Service Bulletin

Bulletin No.: 20-NA-175

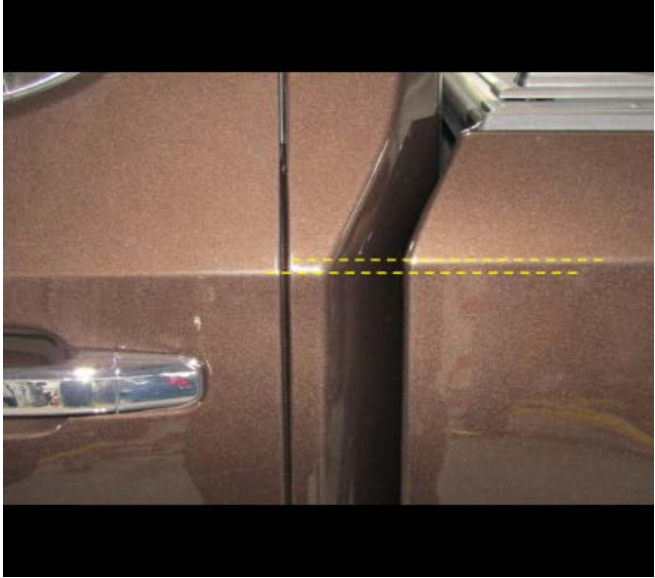
Date: August, 2023

## TECHNICAL

**Subject: Vertical Misalignment Between Cab and Pickup Box on Driver Side of Vehicle**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model - 12th VIN Digit = 7) - 4WD	2019	2019			All	All
	Silverado 1500 (New Model)						
	Silverado 1500	2020	2021				
	Silverado 1500 - (LTD, RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Silverado 1500 - (RPO J22, 12th VIN Digit = 5 or greater)						
	Silverado 1500	2023	2024				
	Silverado 2500HD/3500HD	2020	2020				
GMC	Sierra 1500 (New Model)	2019	2019			All	All
	Sierra 1500	2020	2021				
	Sierra 1500 - (LIMITED RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Sierra 1500 - (RPO J22, 12th VIN Digit = 5 or greater)						
	Sierra 1500	2023	2024				
	Sierra 2500HD/3500HD	2020	2020				

<b>Involved Region or Country</b>	North America, Middle East, Israel, Palestine, Chile, Paraguay and Thailand.
<b>Additional Options</b>	Crew Cab and Extended Cab Models ONLY

<p>Condition</p>	 <p style="text-align: right;">5645798</p> <p>Some customers may comment on noticing anywhere from 2 –10 mm (0.08 – 0.4 in.) vertical misalignment of the body feature line between the cab and the pickup box, on the driver's side of vehicle.</p>
<p>Cause</p>	<p>The cause of the condition may be pickup box structure variation.</p>
<p>Correction</p>	<p>Realign the left side of the cab and install shim washers, following the steps in the Service Procedure below.</p>

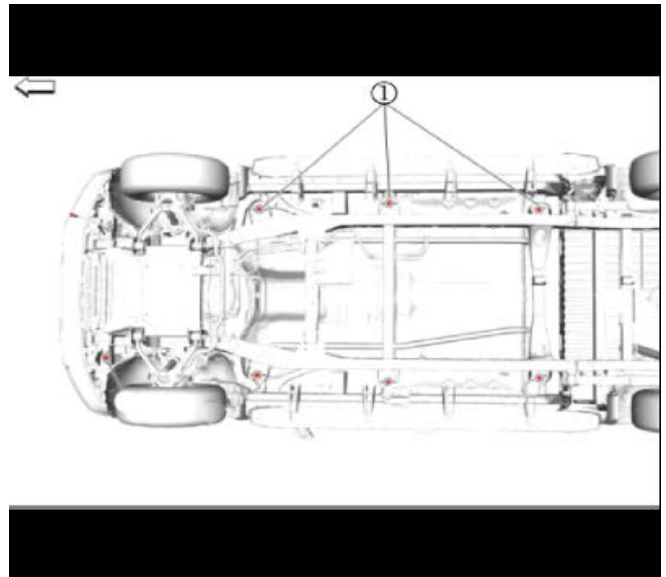
**Service Procedure**

**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.**

1. Verify the condition by visually checking, and measuring, the body feature line variance, on the left side of the vehicle.
2. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.



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3. Remove the 3 left side body mount bolts and washers (1).



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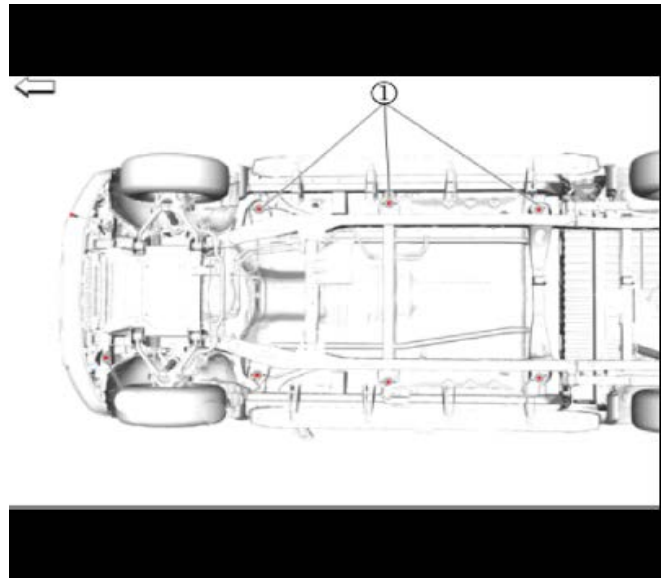
**Note:** For trucks with running boards, the jack can be positioned below the running board bracket. For trucks without running boards, position the jack below the cab pinch weld and use a wood block to protect the paint, and sheet metal.

4. Using a jack stand (1), raise the cab high enough to achieve enough clearance to install the shim washers between the body of the truck and the top of each body mount.
5. Install shim washers to each body mount location(s) as needed.

**Note:** Typically it will take 2 shim washers in the rear mount to get a 10 mm adjustment in height at the body line. If more than one washer shim is installed on the rear body mount, you will need to put a single shim washer on the mount at the B-Pillar.

**Important:** We should never install more than 2 shim washers in the rear to make the alignment, one will get roughly 5 mm at the box/cab and two will get roughly 10 mm at box/cab interface.

6. Remove the jack stand from the cab.



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7. Perform the following procedure before installing the body mount bolts (1).
  - 7.1. Remove all traces of any of the original adhesive patch from the bolt threads.
  - 7.2. Clean the threads of the bolts with denatured alcohol, or equivalent, and allow to dry.
  - 7.3. Apply Threadlocker to the body mount bolts.



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8. Re-torque the 3 left side body mount bolts.

**Tighten.**

Tighten the bolts to 165 Nm (122 lb ft).

9. Remove the support and lower the vehicle.
10. Verify that the cab alignment condition has been eliminated.

## Parts Information

Causal Part	Description	Part Number	Qty
N/A	Shim	84642724	As needed
	Threadlocker	12345382 (U.S.) 10953489 (Canada)	

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information. Submit the cost of the required washers as "Net Item Miscellaneous".

Labor Operation	Description	Labor Time
1481418*	Realign Left Side of Cab to Pickup Box, Install Shim Washers	0.6 hr.
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	5
<b>Modified</b>	Released - September 02, 2020 Revised October 27, 2020 – Removed Date Breakpoint Revised December 21, 2020 – Added 2021 Model Year to Silverado/Sierra 1500. Revised May 09, 2022 — Updated Shim Part number and Added 2022 Model Year. Revised July 27, 2023 — Added 2023 and 2024 Model Years.

