TECHNICAL

Subject: **Rear Air Suspension Inoperative**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 4500HD, 5500HD and 6500HD	2019	2020				

Involved Region or Country	North America
Additional Options (RPOs)	G40 (SUSPENSION REAR-12,000 LB, AIR) GP1 (SUSPENSION REAR-13,500 LB, AIR) GP8 (SUSPENSION REAR-15,500 LB, AIR)
Condition	Some customers may comment that the rear of the truck sits low, or air suspension will not properly inflate.
Cause	This condition may be caused by the rear air spring coming off the lower mount when lifting/removing weight off rear axle.
Correction	If it has been verified that the rear air spring has come off the rear mount, replace both rear air springs and the shock absorbers.

Service Procedure

Refer to *Air Spring Replacement* in SI.

Refer to *Rear Shock Absorber Replacement (With Air Springs)* in SI.

Parts Information

Causal Part	Description	Part Number	Qty
X	SPRING, RR AIR	19407642	2
N/A	ABSORBER, RR SHK	19408176	2

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
8000021	Rear Air Spring Replacement - Both Sides	Use the Published Labor Operations Time
8044751	Rear Shock Absorber Replacement - Both Sides	

Version	1
Modified	Released November 30, 2020