Service Bulletin

Bulletin No.: 21-NA-270
Date: August, 2022

INFORMATION

Subject: Vibration Caused by Tires

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 4500HD/ 5500HD/6500HD	2019	2022				

Involved Region or Country	United States
Additional Options (RPOs)	
Condition	Some customers may comment on a vibration while driving.
Cause	The cause of the condition may be that the wheel and tire assemblies require Road Force balance.
Correction	Verify the vibration is from the tires by using Pico scope (NVH) and attach to the workorder. **Note:** Before using the PICO drive the vehicle 15 to 20 minutes to help reduce the effect of tire flat spots from sitting. 1. Lift and support the vehicle and remove the wheels, refer to *Wheel Replacement.* in SI. 2. Separate the tire from the rim, using the hunter Road Balancer, the wheels should be measured, and the high spots identified and marked. The front tires should have a RFV less than 50 lbs. 3. Once these are measured the tire pairs should be reinstalled with the high spots clocked 180 degrees from each other. 4. Before tire replacement tires follow the match mounting tire to the wheel assembles called out in Bulletin **02-03-10-005C**, record the findings. **Note:** For wheel/tire assemblies above 75 lbs RFV clocking the high spots 180 degrees may not provide enough reduction in vibration. Drive to determine, and replace rear tires as needed to achieve required RFV per wheel tire assembly. 5. Record the RFV for each tire wheel assemble and attach to the work order. • RF- • LF- • RRO- • RRI- • LRO- • LRI- • Runout specification is 0.055 6. For Goodyear tires Record the runout for each tire wheel assemble and attach to the work order. • RF- • LF- • RRO- • RRI- • LRO- • LRI- • Runout specification is 0.055 If a tire needs to replaced follow Bulletin **20-NA-159** for warranty Administration As only the tires that are out of specification should be replaced.

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.

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:

Labor Operation	Description	Labor Time
*8080688	Verify Vibration and Measure and Mark High Spot of the Wheels	0.6 hr
Add	To Measure - Each Additional Wheel	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	Released November 19, 2021 Revised July 26, 2022– Added 2022 Model Year, added steps to Correction Section, added Important statement under Service Procedure, and added Warranty Information with Labor Operation. Revised August 23, 2022 – Added runout specification to Correction Section