

2019 Model Year Full-Size and Medium-Duty Truck Names and Identification

For the 2019 model year, Chevrolet and GMC will introduce all-new Silverado 1500 and Sierra 1500 full-size trucks. These light-duty trucks will build upon the traditions of previous Silverado and Sierra models with a number of new features and capabilities.

In addition to the all-new trucks, the current model Silverado and Sierra light-duty trucks will continue to be built for the 2019 model year in order to ensure a steady supply of vehicles are available to meet demand in the full-size truck market as the all-new models are launched. The current model light-duty trucks will be marketed as Silverado LD and Sierra Limited models.

The all-new Silverado 1500 and Sierra 1500 are light-duty models only for the 2019 model year. The current Silverado 2500HD/3500HD and Sierra 2500HD/3500HD will continue to be available for the 2019 model year.



continued on page 2

TCSC Support for Warranty Blocked Vehicles

GM new vehicle limited warranties may be partially or fully voided for a number of reasons. To verify warranty coverage, Investigate Vehicle History (IVH) must be used in order to identify any potential warranty blocks. A Warranty Block may be applied if a title has been branded as salvage, junk, etc.

Per the policy established by GM, the Techline Customer Support Center (TCSC) will only provide support on Warranty Blocked vehicles for the following issues:

- Safety, non-compliance and emissions recalls
- Special coverage adjustment programs
- Emission control systems warranty

A Warranty Block may be applied if GM has determined that vehicle modification, damage or abuse has occurred that may impact all or select vehicle components or systems.

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Customer Care and Aftersales

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In addition, there will be a new member of the Silverado truck family introduced later in the year: the Silverado 4500HD/5500HD/6500HD. These 2019 models are Chevrolet's newest entries in the medium-duty truck market.

Building a Vehicle

When using the Service Information, GDS 2 and other service applications, it will be critical to build and select the correct vehicle in order to ensure the right information is viewed for the actual vehicle being repaired. In the drop-down model menu, be sure to pay attention to the different Silverado and Sierra names and to select the correct one.


Service Information









Region: North America
Language: English (USA)

To view a publication, enter a VIN or select year, make and model, then click 'Next'.

VIN:
Year: 2018 **Make:** Chevrolet **Model:** 35004500 Medium Duty (LCP)

Note: All VIN are 17 characters in length
4500HD4500XD Medium Duty (LCP)
5500HD5500XD Medium Duty (LCP)
6500XD Medium Duty (LCP)
Aveo
Aveo Classic
Bolt
Bolt EV
Bolt EV LCV
Camaro
Catalina
Cavalier
Cayenne - 2WD
Cayenne - 4WD
City Express
Colorado (VIN 4)
Colorado Pickup - 2WD (VIN S)
Colorado Pickup - 4WD (VIN T)
Corvette
Cruze (Gen II - VIN B)
Cruze (Gen II - VIN B) (RPO I17)
Equinox
Express
Impala
Malibu
N300 Max/Work
N300 Move
S10
Silverado - 2WD
Silverado - 4WD

Select other options:

 [See the newest bulletins, campaigns and preliminary information in New Bulletin](#)
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 [Select and view a Unit Repair, Specialty Publication, or Transmission Technical](#)
 [Select and view a User Guide](#)
 [Send us your feedback](#)
 [TIS2Web](#)
 [Help](#)

In the drop-down menu, there are different Silverado and Sierra names.

2019 Models

Here's a summary of all the Silverado and Sierra trucks for the 2019 model year.

2019 LEGACY TRUCKS (CURRENT MODELS)	
Silverado LD 2WD (Identified with LD on the right side of tailgate)	
Silverado LD 4WD (Identified with LD on the right side of tailgate)	
Silverado 2500HD/3500HD 2WD	
Silverado 2500HD/3500HD 4WD	
Sierra Limited 2WD (Identified with Limited on the right side of tailgate)	
Sierra Limited 4WD (Identified with Limited on the right side of tailgate)	
Sierra 2500HD/3500HD 2WD	
Sierra 2500HD/3500HD 4WD	

2019 NEW MODEL LIGHT DUTY TRUCKS	
Silverado 1500 2WD	
Silverado 1500 4WD	
Sierra 1500 2WD	
Sierra 1500 4WD	
2019 NEW MODEL MEDIUM DUTY TRUCKS	
Silverado 4500HD/5500HD/6500HD	

🕒 Thanks to Gary Hazen, Tim Pierce and Bob Jubenville.

Brake Shudder While Towing Gooseneck or 5th-Wheel Trailers

Some 2011-2019 Silverado 2500/3500 and Sierra 2500/3500 models may have a shudder, bounce or bucking condition from the rear of the truck while braking when towing a gooseneck or 5th-wheel trailer. The brake shudder is found on vehicles with gross combined weights usually exceeding 20,000 lbs. No DTCs are stored that are related to the Trailer Brake System or Electronic Brake Control Module (EBCM).

Heavy gooseneck and 5th-wheel trailers have the ability to impose a dynamic pulsing force on the tow vehicle when driving on smooth roads. The pulsing force acts in a forward and reverse direction on the tow vehicle at a rate of 3 to 5 times per second and can be subtle to the driver. As the combination decelerates, the trailer induced pulsing force is still present and, while braking, the driver may unintentionally begin to fluctuate the force on the brake pedal in response to the trailer's pulsing input force. As the brake pedal force fluctuates, the resulting alternating deceleration forces that the truck produces magnifies the trailer impulse forces, resulting in the shudder condition.



Silverado towing a gooseneck trailer

The following tips may help verify the issue and minimize its potential to occur. Trailer, trailer loading, and trailer hitch characteristics will influence the magnitude of a trailer's pulse force.

Truck and Trailer Weight

Measure the actual truck and trailer weights, with the trailer loaded to the point that exhibits the condition. If any weight parameter is exceeded, such as the Front Gross Axle Weight Rating (FGAWR), Rear Gross Axle Weight Rating (RGAWR), Gross Vehicle Weight Rating (GVWR) or Gross Combined Weight Rating (GCWR), the load must be reduced before investigating further.

The trailer's tongue weight must be within the range of 15% to 30% of total trailer weight not exceeding the truck's Rear Axle Gross Weight Rating, Gross Vehicle Weight Rating or Gross Combined Weight Rating. The trailer must not exceed its weight ratings and trailer cargo must be properly secured.

Hitch Stiffness

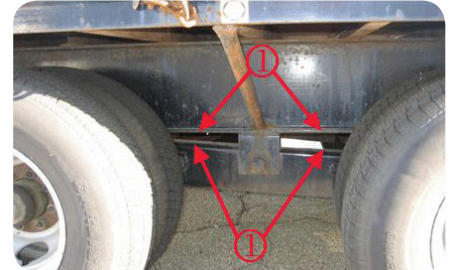
Play and lack of stiffness between the truck and trailer's hitch components will affect the trailer-induced pulse forces. Gooseneck ball and 5th-wheel kingpin sizes and load ratings must be correct for the trailer weight used. Trailer gooseneck extension set screws must be at the manufacturers specified torque value. Gooseneck ball and coupler parts showing indication of wear should be replaced and 5th-wheel pivot assemblies must be functioning as intended.

Hitch Movement

Observe the trailer hitch and trailer tongue during acceleration and deceleration events. If excessive movement is noted, a different style/brand of hitch may be required focusing on the weight rating and base structure. A hitch structure with a wider base that is mounted to the provisions on the frame for the 5th-wheel hitch is recommended. Also verify the load rating of the installed hitch.

Level Trailer Height

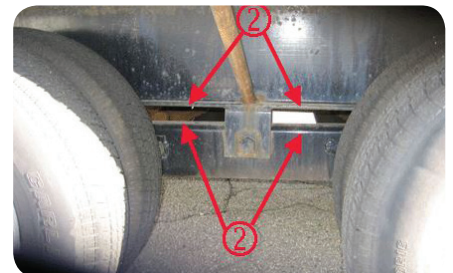
The trailer should be level from front to rear when connected to the truck. Height difference between the front and rear of the trailer may contribute to the magnitude of pulsing force the trailer can produce. Trailers that have a tandem axle assembly using a load equalizer beam, as a component in the trailer's suspension, can produce more pulsing force when the front of the trailer is higher than the rear of trailer.



Non-parallel (1) load equalizer beam

Trailer Capabilities

The trailer's tires must be properly inflated and the trailer's suspension must be functioning as intended. The trailer's mechanical system performance also should be inspected and any deficiencies corrected.



Parallel (2) load equalizer beam

Trailer Design

Trailers that place cargo closer to ground level, and trailers that have longer distances between the trailer tongue and trailer axles, will reduce the trailer's forward and reverse pulse forces.

Brake Apply Technique

Stabilizing the driver's brake apply foot with the heel on the floor while braking will increase the driver's resistance to unintended fluctuation of the brake pedal in response to trailer pulse forces.

Trailer Brake Evaluation

Verify the trailer's braking ability when the trailer is loaded to the weight where the condition is exhibited.

The trailer's braking system should have equal or greater capability to stop the truck/trailer combination when compared to the truck's service brake. From speeds of 20 to 25 mph (32-40 km/h) on level paved roads free from traffic, perform a full manual apply of the trailer brake controller, with the controller set to maximum gain, and no apply of the truck's service brake. Compare deceleration to the truck's capability for stopping the combination from the same speed on paved roads during an aggressive brake pedal apply with the brake controller set to minimum gain.

If the trailer brake capability is adequate, adjust the brake controller according to the Trailer Gain Adjustment Procedure in the Owner's Manual and evaluate the truck and trailer combination for braking shudder again.

If the trailer brakes are not adequate, the trailer or trailer brake apply system may have an electrical malfunction, mechanical malfunction, incorrect trailer brake components, or incorrect trailer axle size that requires repair.

📞 Thanks to Scott Fibranz

Proper Seat Cover Installation

The driver's or front passenger's seat cushion cover may not be installed correctly, resulting in the seatback appearing to lean or be turned forward on some 2015-2018 Silverado, Tahoe, Suburban, Sierra, Yukon, Escalade and 2014 Silverado 1500 and Sierra 1500 models.

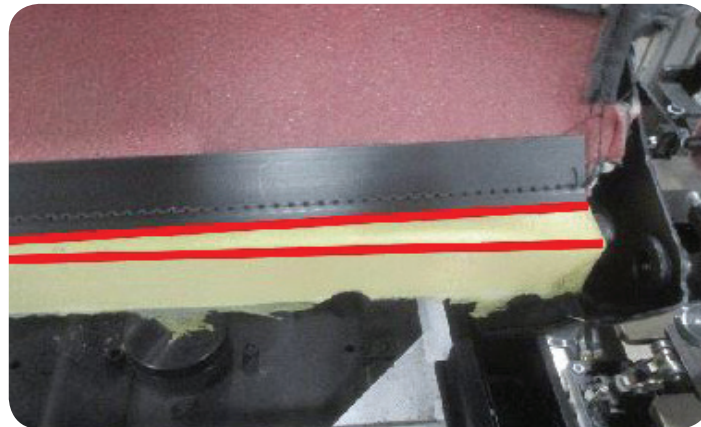
The incorrectly installed seat cover may not be completely and squarely installed onto the cushion/foam, which gives it the appearance that the seat is leaning.



Incorrectly installed seat cushion cover



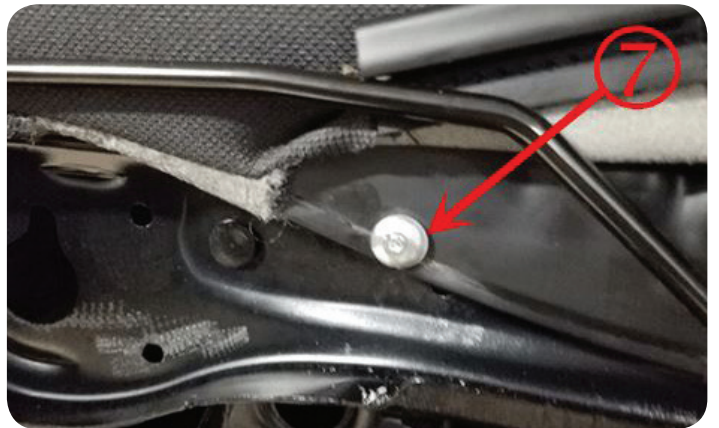
Cover should be square to cushion



Cover not completely installed on cushion



Mark seat frame pan.



Install rivet to prevent cover from moving.

The seat bottom trim cover should be reinstalled so it is square to the cushion.

After verifying the cover is square to the seat back, place a mark on the seat frame pan at the leading edge of the outboard rear seat cover J-channel retainer. Next, remove the retainer, move the seat cover away from the mark, and drill a 1/8-inch hole through the seat frame pan.

Install a rivet into the hole and reinstall the rear seat cover J-channel retainer. The rivet will prevent the seat cover from moving forward, keeping it aligned with the seatback.

For additional details and parts information, refer to #PIT5380C.

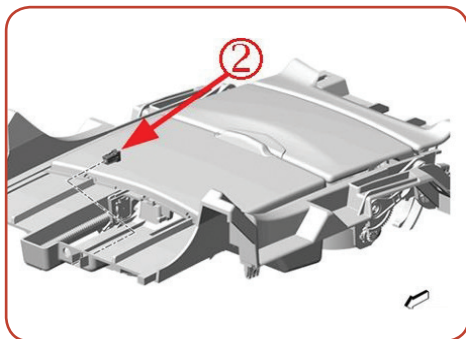
🙏 Thanks to Jim Will

Center Console Sliding Door Latch Replacement

The sliding compartment door latch on the floor center console may be damaged and the door may not open on some 2015-2018 Escalade models.



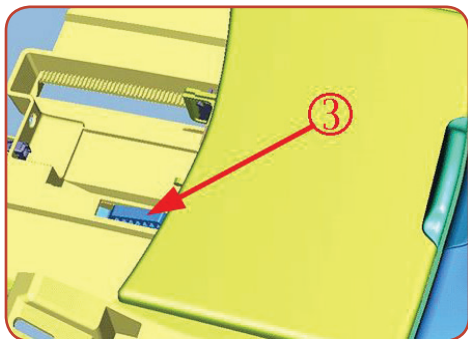
Sliding compartment door



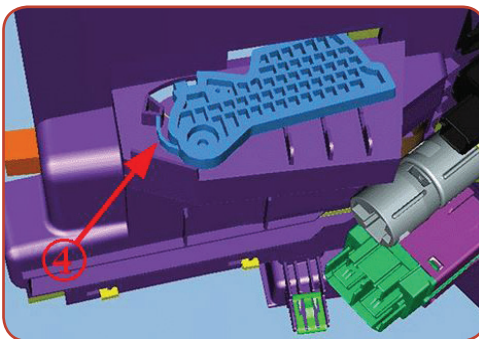
Sliding door latch

The sliding compartment door is a “push-push” door, which means it is designed to be pushed to open and pushed to close. When the door is pushed forward to close, the latch releases and the door closes. If the push handle on the door is used as a pull handle to close the door, the door latch can be damaged.

If the sliding door latch is damaged, do not replace the floor center console compartment assembly. The sliding door latch is available separately to repair this condition without having to replace the complete console assembly. Follow the Front Floor Console Cup Holder Door Latch Replacement procedure in the appropriate Service Information to replace the latch.



Sliding door inertia lock



Release tab on the underside of the console assembly

If the sliding door is locked in the closed position, reset the inertia lock by depressing the release tab on the underside of the console assembly.

TIP: Be sure to explain to customers how to properly operate the push-push operation of the sliding door.

🙏 Thanks to Hassan Abdallah

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TCSC Support for Warranty Blocked Vehicles

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Non-GM Calibrations

Vehicle modifications that may initiate a Warranty Block include non-GM (aftermarket) calibrations. If aftermarket calibrations are suspected, Service Agents should refer to the procedures outlined in Bulletin #09-06-04-026 to verify the presence of non-GM calibrations in the vehicle.

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: 1HGBH61503N001141
Service Contract: No
Branded Title: Yes
Warranty Block: Yes
PDI Status: Yes
Order Type: 70 - RETAIL STOCK
Field Actions: [Open](#)
HOLD/ST/ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Mfr	Description	Release Date	Status
Product Emission Recall	A162049350	16186	Catalytic Converter Internal Damage	04/27/2017	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Brand Description: REBUILT
Date Branded: 04/01/2018
Title Number: [redacted]
Reporting Source Code: [redacted]
Reported By: IL
Effective Date: 04/13/2018

Warranty Block

Code	Description	Effective Date
BT	BRANDED TITLE	04/13/2018

Block Transaction Types: ZPCI, ZPTI, CHG, SHEL

Blocked Labour Ops:

Check IVH to identify any potential warranty blocks.

Using a Tech 2 or GDS 2, if any of the calibration ID part number and verification number (Number/CVN) do not match the calibration ID part number and verification number (Number/CVN) listed in the TIS2Web GM Vehicle Calibration Information screen, non-GM calibrations may be present. Service Agents should follow the outlined procedure and send in their findings to the calibration group, who will document the information and review it with the

appropriate Brand Quality Manager to determine whether the warranty will be blocked.

Calibration History for: Speedometer

Part Number	CVN	Bulletin #	Description
1264633	00000D80	-	Speedometer

Calibration History for: Engine diagnostic

Part Number	CVN	Bulletin #	Description
12646757	00000A89	-	Engine diagnostic

Calibration History for: Engine Operation

Part Number	CVN	Bulletin #	Description
12646750	00008BC4	-	Engine Operation

Calibration History for: Slave Operating System

Part Number	CVN	Bulletin #	Description
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The part number and CVN should match.

Vehicle Modifications

Conditions resulting from intentional modification to a vehicle or vehicle components are not covered under the GM New Vehicle Limited Warranty. With proper documentation, a warranty block may be implemented, depending on the modifications to the vehicle. Bulletin #09-00-89-016 covers the policies and procedures to follow when modifications have been made to a vehicle's electrical, chassis/body or propulsion system.

For more information on Warranty Blocks, Branded Titles, and Vehicle Modification, Damage or Abuse, refer to the GM Service Policies & Procedures Manual - 1.5 - Warranty Blocks.

☺ Thanks to Lisa Scott and Bret Raupp

Service Know-How

10218.06V – Emerging Issues – June 14, 2018

The latest service topics from GM Brand Quality and Engineering are covered, including an overview of the new Techline Connect software and tips on replacing damaged front seat covers on Traverse, Enclave and Acadia models.

To view Emerging Issues seminars:

- Log into www.centeroflearning.com.
- Enter Emerging Issues in the Search box.
- Select the desired Emerging Issues seminar course title.
- Click the Launch button.

