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# New Chevrolet Silverado 4500HD, 5500HD, 6500HD

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## New Chevrolet Silverado 4500HD, 5500HD, 6500HD Take on Medium-Duty Market



The new 2019 Chevrolet Silverado 4500HD, 5500HD, 6500HD chassis cab models are the newest entries in the medium-duty truck market. The trucks are available as regular and crew cab models in Work Truck (WT) and LT trim levels, both in 2WD and 4WD configurations. There are a range of wheelbases and GVWRs.

The Silverado chassis cab features a clean top-of-rail design with no protruding welds or brackets for smooth, integrated upfits. Plus, the single-piece frame rails and painted chassis provide enhanced durability.



#### **DURAMAX DIESEL**

The standard 6.6L Duramax diesel V8 engine (RPO L5D), paired with an Allison 6-speed automatic transmission, generates 350 horsepower and 700 lb.-ft. of torque. The engine uses Ultra-Low Sulfur Highway Diesel Fuel and/or B20 biodiesel with a biodiesel content up to 20% by volume.

The truck features a tilt-hood opening design for easy access to the engine. Undo the two hood latches on each side of the hood



The 6.6L Duramax diesel V8 engine is standard.

and pull at the front of the hood (above the grille) to tilt the hood and fenders forward. The hood actuator strut lock, located near the bumper on the passenger's side, will lock to secure the hood. Pull up on the hood actuator strut lock to unlock the strut to allow the hood to close.



Hood actuator strut lock

#### BRAKES

The Bosch TCS8TA brake system uses a Hydro-Max hydraulic brake booster and master cylinder. The system uses DOT 3 Hydraulic Brake Fluid. The system features antilock braking, electronic brake force distribution, drag torque control, and traction control.

The Body Control Module (BCM) monitors the brake pedal position sensor signal to determine the brake pedal position. The brake pressure sensor is used to sense the action of the driver's application of the brake pedal. The sensor provides an analog voltage signal that will increase as the brake pedal is applied. The Electronic Brake Control Module (EBCM) monitors the brake pressure sensor, which is integral to the brake pressure modulator.

#### **EXHAUST BRAKE**

The exhaust brake can be used to enhance the vehicle brake system and reduce brake lining wear by downshifting to increase engine speed. The number of downshifts selected is determined by the length of time the brakes are applied and the rate the vehicle is slowing. Automatic downshifts will not occur if the vehicle is in Range Selection Mode.

The exhaust brake only activates when the transmission torque converter is locked, which varies based on vehicle speed, gear, and load. To activate the system, press the exhaust brake switch in the center stack of the instrument panel. The switch indicator will turn on. Press the switch again to turn off the system. The switch must be pressed at each vehicle start for the system to be active.

#### **FOUR-WHEEL DRIVE**

Four-wheel drive models have manual locking hubs on the front axle. The locking hubs must be manually turned to Lock before shifting the transfer case. The hubs may remain in the Lock position when road surface traction conditions vary. When four-wheel drive is not needed, turn the hubs to the Free position. If the hubs are locked when in two-wheel drive, driveline vibration may occur.



Use the electronic transfer case knob on the instrument panel to shift into and out of four-wheel drive. The indicator light on the knob flashes while the transfer case shifts and remains on when the shift is complete. If the shift cannot be completed, the transfer case goes back to the last setting. Do not shift the transmission into gear before the indicator light has stopped flashing to prevent possible damage to the transfer case.

All of the lights on the transfer case knob will flash on momentarily when the ignition is turned On. The light that remains on indicates the current state of the transfer case.

#### AIR RIDE SUSPENSION

The available rear air suspension provides a smooth ride with a preset, constant frame height. The air springs on the air ride suspension take the place of steel springs and adjust to load changes automatically.

The system can temporarily lower the rear suspension by approximately six inches using the Air Suspension Dump (ASD) switch in the center stack of the instrument panel. Pressing the ASD switch when the vehicle is in Park and the ignition is in the On/ Run position releases air supplied to the rear suspension, lowering (dumping) the rear air suspension for loading. The indicator on the ASD switch illuminates. When the vehicle is shifted out of Park, air is filled into the rear air suspension for the proper ride height and the indicator on the switch will turn off. Vehicles with the air suspension have an AUX warning lamp immediately to the left of the ASD switch. The suspension may refill slowly if this lamp is on.

#### **BATTERY BOX**



The easy-to-reach battery box (shown with cover removed) is located under the cab on the driver's side of the vehicle. An auxiliary jump-start 12V positive stud with a protective cover is located beneath the driver's door and to the left of the batteries.

#### **IN-VEHICLE TECHNOLOGY**

The available Commercial Link system enables fleet account owners to manage their vehicles and improve overall fleet efficiency. Subscribers to the service can use the built-in OnStar connectivity

#### New Chevrolet Silverado 4500HD, 5500HD, 6500HD Take on Medium-Duty Market

(must be active) to receive useful vehicle data, such as maintenance notifications and vehicle location, in order to manage mileage and expenses more effectively.

In addition, Silverado chassis cab models offer an OnStar 4G LTE Wi-Fi Hotspot (requires a paid data plan), wireless smartphone charging and Apple CarPlay and Android Auto support.

For additional aftermarket electrical accessories, there are up to four available upfitter switches located on the center stack of the instrument panel that provide 30 amp circuits.

Some vehicles also may be equipped with a 110/120-Volt AC power outlet. It can be used to power electrical equipment that use a maximum of 150 watts. If equipped with a center console, the power outlet is in front of the cupholders. If equipped with bench seats, the power outlet is on the center stack.



Available auxiliary switches

#### **SPECIAL TOOLS**

The Service Department will need a 25,000 lb. hoist/lift to raise the vehicle. For safety reasons, do not use jackstands or floor jacks.

The following special tools were released for the 2019 Silverado chassis cab.

For more information on the new 2019 Silverado chassis cab models, check out the web-based training course 90319.50W: 2019 Medium-Duty Silverado 4500, 5500, & 6500 New Model Features and refer to Bulletin #18-NA-366.

Tool Number	Description	
EN-52539	Holder, Fan Clutch Pulley — Engine L5D and L5P	
EN-52538	Compressor, Tensioner Strut — Engine L5D	
J-39197-21	T&B Flex Connector (incl. J-39197-1 x3) — Electrical for Allison Transmission	
J-39197-22	0.062 AMP Male Connector (incl. J-39197-2 x3) — Electrical for Allison Transmission	
J-39197-23	280 Series Flex Connector (incl. J-39197-3 x3) — Electrical for Allison Transmission	
J-47277	4th Gen TCM Terminal Test Probe (Orange) — Electrical for Allison Transmission	
GE-52582	Drain Hose (w/ Quick Connect and Valve) — Engine Cooling	
DT-52713	Transfer Case 7-way Breakout Harness — Driveline	
DT-52709	Pinion Seal Installer (Front) — Driveline Dana	
DT-52710	Pinion Seal Installer (Rear) — Driveline Dana	
PN 20-2977-2 (8-Lug, 19.5 inch Stud Kit)	Wheel Balancer Adapter — Will Ship Essential	
Special Tool Loan Program		
CH-52708	Parking Brake Adjustment Tool — Brakes	
CH-52707	Installer / Remover, Bushing (1.35" O.D.) — Chassis	
CH-52706	Installer, 1.39" I.D. x 1.76" O.D. — Chassis	
CH-52705	King Pin Bushing Service Kit — Chassis	
DT-52739	Transfer Case Support Adapter — Transfer Case (Meritor)	

Thanks to Bob Briedis and Sherman Dixon

## Shipping Hazardous Materials to the Warranty Parts Center

When shipping any automotive hazardous materials, such as air bags, seat belt pretensioners, brake boosters, compressed gas shocks, batteries, paint, solvents, and other parts, to the Warranty Parts Center (WPC), dealership service agents must follow all hazardous material (hazmat) shipping requirements. The shipments must comply with applicable federal regulations, including being properly classified, described, marked, packaged, labeled, and in condition for shipment, and all persons performing the shipping functions in the dealership must be trained and certified.



If the shipment is found in violation of Dangerous Good shipping protocol for any reason, the claim will be debited. In addition, any person knowingly violating a Hazmat shipping requirement is liable for each offense.

#### TRAINING AND CERTIFICATION

At least one person (and preferably two or more) at the dealership must maintain hazmat training/certification. Refresher training for ground transport is required every three years per federal regulation. There are several companies that provide training/certification. Refer to Bulletin #99-00-89-019 for more information.

#### **IDENTIFYING HAZARDOUS PARTS**

When printing out the WPC shipping label, the label might indicate that it is not hazardous. The label designation is based on a new or unused part. Any part that comes in contact with flammable liquid is considered a hazardous material. For example, if a fuel line received from the parts warehouse is new and unused, it is not considered a hazmat material. However, if the same part has been installed in a vehicle and has been in contact with fuel, it is now considered a hazardous material and should be shipped following hazmat regulations.

**TIP:** Hazardous materials should only be shipped to the WPC using Central Transport. Hazardous materials should never be sent by air transportation.

#### **RETURNING PARTS**

In the interest of safety and complying with requirements, GM does not accept returns of hazardous material other than core, warranty returns, and batteries through the Material Return Program. Hazardous material products not accepted should be designated as "field scrap" and disposed of by the dealership in accordance with federal and local regulations.

Thanks to Ed Laskowski

# SILVERADO

## 4500HD, 5500HD, 6500HD Powertrain Operation



The new 2019 Chevrolet Silverado 4500HD, 5500HD, 6500HD chassis cab models are equipped with a standard 6.6L Duramax diesel V8 engine (RPO L5D) and Allison 6-speed automatic transmission.

The turbocharged 6.6L Duramax diesel V8 engine (RPO L5D), which is closely related to the L5P Duramax diesel, but is equipped with a smaller turbocharger and different Engine Control Module (ECM) calibrations. The engine block uses a deep skirt design for increased rigidity while the light-weight aluminum cylinder heads quickly dissipate heat. The four valves per cylinder and ports have a high swirl design to improve combustion.

Depending on the vehicle, the Duramax diesel is paired with one of the following 6-speed transmissions on 2WD and 4WD applications:

- Allison 1700 with double overdrive
- Allison 1750 with double overdrive
- Allison 2700 with double overdrive

#### **GLOW PLUGS**

The engine uses eight ceramic glow plugs. Compared to conventional glow plugs, ceramic glow plugs enable greater efficiency through higher temperature capability and faster preheating time. However, ceramic glow plugs are much more sensitive to damage than conventional glow plugs. As a result, ceramic glow plugs are considered one-time-use. Anytime a ceramic glow plug is removed from the cylinder head, be sure to discard it and install a new glow plug. If the cylinder head is ever removed with the ceramic glow plugs, the ceramic glow plugs must all be replaced with new plugs.

When installing a new ceramic glow plug, clean the glow plug bore. Carbon build-up in the glow plug bore can damage the ceramic glow plugs.

#### **FUEL SYSTEM**

The engine features direct injection with a high-pressure common rail system. High pressure fuel is controlled by the ECM, Fuel Pressure Regulator 1 and Fuel Pressure Regulator 2.

Dual fuel tanks are optional. Each tank must be filled through its own fill port. A fuel transfer pump is located in the secondary fuel tank to transfer fuel to the primary tank. The primary fuel tank contains a 3–phase electric fuel pump that is controlled by the fuel pump driver control module and ECM.

#### EXHAUST AFTERTREATMENT SYSTEM

The diesel exhaust aftertreatment system is designed to reduce the levels of hydrocarbons (HC), carbon monoxide (CO), oxides of nitrogen (NOx), and particulate matter remaining in the exhaust gases. The Diesel Oxidation Catalyst (DOC) removes exhaust HC and CO through an oxidation process. Particulate Matter (PM), consisting of extremely small particles of carbon remaining after combustion, are removed from the exhaust gas by the porous barrier in the Diesel Particulate Filter (DPF), which lets the gases pass through and retains the particulates. Diesel Exhaust Fluid (DEF) is injected into the exhaust gases prior to entering the Selective Catalytic Reduction (SCR). Within the SCR, NOx is converted to nitrogen (N2) and water vapor (H2O) through a catalytic reduction fueled by the injected DEF.

Occasionally, the DPF must be cleaned through a regeneration process. The frequency of normal DPF regeneration is determined by soot accumulation using the pressure drop across the DPF and engine run time, which is approximately 18 hours. The L5D diesel engine does not utilize a Hydrocarbon (HC) Injector, so in order to initiate a normal DPF regeneration event, the ECM commands additional post injection diesel fuel in order to create the additional exhaust heat in the DOC necessary to promote regeneration and burn-off the collected soot in the DPF.

If the vehicle is not operated within the conditions necessary to initiate a normal regeneration cycle, the ECM illuminates the Service Engine Soon lamp and displays a Reduced Engine Power message on the DIC once the soot buildup exceeds a calibrated value. The vehicle will remain in the Reduced Engine Power mode until service regeneration is performed.

Service regeneration is one of several output control functions available on the scan tool. When service regeneration is commanded, the ECM takes control of engine operation. A service regeneration is completed in approximately 35 minutes. The service regeneration can be terminated by applying the brake pedal, commanding service regeneration OFF using the scan tool, or disconnecting the scan tool from the vehicle.

#### DIESEL EXHAUST FLUID

The DEF fill is located on the right fender behind the front wheel for easy fluid refills.

The DEF system includes an electrically-operated DEF pump, an integrated DEF level sensor and DEF temperature sensor, a DEF control module, a DEF quality sensor and DEF system heaters.

The DEF tank holds approximately 7 gallons (26 liters) of DEF. A pump within the reservoir supplies pressurized DEF to the DEF injector located upstream of the SCR. A DEF level sensor within the DEF reservoir provides the DEF control module a signal indicating DEF level.



Convenient DEF fill location

When the ignition is turned OFF, the DEF pump will run in reverse for about 45 seconds in order to purge the supply line of DEF. There is a one minute delay between ignition OFF and the start of purge to allow the exhaust system to cool in order to prevent hot exhaust gas from being drawn into the DEF line.

#### **DEF IN COLD WEATHER**

A 32.5% solution of urea with 67.5% deionized water will begin to freeze at 12°F (-11°C). The freezing and thawing of DEF will not cause degradation of the product. There are two DEF heaters in the system. DEF Heater 1 is in the DEF reservoir and DEF Heater 2 is in the supply line to the DEF injector. If the DEF control module determines that the DEF may be frozen, it energizes the DEF heaters. DEF pump operation is disabled for a calibrated amount of time to allow the heaters an adequate amount of time to thaw the frozen DEF. The ECM looks for an increase in the DEF temperature to verify that the DEF reservoir heater is working.

#### **DEF LEVEL**

The DEF level must be maintained for the vehicle to run properly. As the DEF level becomes low, warnings are displayed on the Driver Information Center. As the tank nears empty, vehicle speed will be limited in a series of steps. At least two gallons (7.57L) of DEF must be added to release the speed limitation.

When there is an issue with the DEF such as a low fluid level or fluid contamination, the DEF Warning Light will illuminate, a DIC message will display and a chime will sound. To avoid vehicle speed limitations, fill the DEF tank at the first opportunity after a Low Fluid Level warning message displays.



#### **ENGINE OIL**

Engine oil with the letters CJ-4 or CK-4 are required for the Duramax diesel engine. Use SAE 15W-40 viscosity grade engine oil or, when outside temperatures are below 0°F (–18°C), use SAE 5W-40 to improve cold starting. The 6.6L engine Oil Capacity with Filter is 10 qt (9.5L).

The engine features a cold temperature high idle feature that elevates the engine idle speed from base idle to 1050-1100 RPM when outside temperatures are colder than  $32^{\circ}F(0^{\circ}C)$ , and

the engine coolant temperature is colder than 150°F (65°C). By increasing the engine coolant temperature faster, this feature enhances heater performance.

#### **PTO OPTION**

A Power Take-Off (PTO) option is available for running add-on equipment, such as salt spreaders, snow plows, winches, and lift buckets. The PTO system controls engine speed to values higher than normal base idle, PTO load relay engagement, and remote starting and shutdown of the engine. When installing PTO aftermarket equipment, be sure to follow the PTO wiring and operation recommendations in the appropriate Service Information and GM Upfitter documentation.

#### **POWERTRAIN WARRANTY**

The GM Powertrain warranty on the Silverado 4500HD, 5500HD and 6500HD trucks excludes the Allison transmission and Transmission Control Module (TCM). Investigate Vehicle History (IVH) will display this as: Powertrain Ltd. Wty. (Excludes Trans). The Allison Transmission and TCM are be warranted by Allison and must be taken to an Allison Authorized Distributor and Dealer Location for repair or replacement.

Thanks to Bob Briedis and Sherman Dixon

## **Engine Tick or Squeak Noise**

Some 2011-2015 Volt; 2011-2016 Cruze; 2012-2019 Sonic; 2013-2019 Encore, Trax; and 2014-2017 ELR models equipped with the 1.4L 4-cylinder engine (RPOs LUV, LUU) may have a tick or squeak noise from the upper engine area.

Prior to performing intrusive engine mechanical testing or component replacement, check for loose or improperly torqued



spark plugs. A spark plug that is not torqued to specification may generate a tick or squeak noise that may be difficult to isolate.

The spark plug torque specification on the 1.4L engine (RPOs LUV, LUU) for the identified models is 25 Nm/18 lb. ft.

Thanks to Raymond Haglund

## **Engine Performance and Fuel Range Conditions**

A lack of engine performance along with an incorrect low fuel range display may be found on some 2017-2018 Acadia, Enclave, Traverse and XT5 models equipped with the 3.6L V6 engine (RPOs LFY, LGX) and all-wheel-drive (AWD). The following DTCs also may be set in the Engine Control Module (ECM):

- P018B: Fuel Pressure Sensor Performance
- P2635: Fuel Pump Flow Performance
- P0461: Fuel Level Sensor 1 Performance
- P0462: Fuel Level Sensor 1 Circuit Low Voltage
- P0463: Fuel Level Sensor 1 Circuit High Voltage
- P0464: Fuel Level Sensor 1 Circuit Intermittent
- P2066: Fuel Level Sensor 2 Performance
- P2067: Fuel Level Sensor 2 Circuit Low Voltage
- P2068: Fuel Level Sensor 2 Circuit High Voltage

These conditions may be caused by a partially or completely blocked port on the primary in-tank fuel pump module transfer jet manifold. The blockage of the port inhibits the suction to the fuel transfer line, which leads to an inability to transfer fuel from the secondary side on fuel tanks of AWD models.

AWD models have a fuel tank with a saddle configuration in order to provide space for the driveshaft through the center area of the fuel tank. Because of the saddle shape of the tank, two fuel tank fuel pump modules are required. Fuel is drawn from the secondary side of the fuel tank, through the fuel transfer pipe, to the primary side of the fuel tank.



To diagnose this condition, check fuel lever sensor resistance for both fuel level sensors at the x350 connector (Chassis Harness to Fuel Tank Harness). If the primary and secondary sensors are both at 250 ohms, it indicates that the entire tank is empty and the transfer of fuel is occurring. Check the operation of the fuel gauge. However, if the primary sensor is at 250 ohms, but the secondary sensor is less than 250 ohms, it indicates that the primary side is empty, yet the secondary side has fuel.



Using care, lower the fuel tank, leaving any remaining fuel on the secondary side. Verify the transfer hose is connected to the secondary sender base and the fuel level sensor moves freely. Also check the function of the primary fuel level sender verify that it sweeps freely with no interference. Both fuel level sensor readings sweep from 40-250 ohms.

If there is fuel on the secondary side and there are no other concerns, replace the primary fuel pump module. If the primary fuel pump module is found to be the cause, only replace the pump module and not the fuel level sensor.

Next, confirm fuel level sensor resistance for both fuel level sensors at the x350 connector and compare to the initial readings.

Install the fuel tank (with the fuel on the secondary side) and add a gallon of fuel, which will go to primary side. Start the engine and allow time for the primary fuel pump module transfer jet to pull the fuel from the secondary side.

Measure the x350 connector fuel level sensor resistances and verify that the secondary fuel level sensor resistance goes toward approximately 250 ohms and the primary fuel level sensor resistance goes down from 250 ohms toward 40 ohms.

Refer to Bulletin #18-NA-365 for additional information.

Thanks to Tom Holecek

## Frequent Navigation Service Has Expired Message

The infotainment system may display a "Navigation service has expired." message on some 2018-2019 Regal, ATS, CTS, XTS, Terrain; 2019 CT6, XT4, Blazer, Camaro, Colorado, Equinox, Malibu, Silverado, Volt, Canyon and Sierra models equipped with navigation radios (RPOs IOU, IOT). If the navigation service is still active, a "Navigation services is going to expire in XX days." message may appear. No DTCs will be set.

The navigation system is designed to alert owners that their Connected Navigation service subscription or trial period is expiring so that they will be able to renew the subscription. If owners elect not to renew the subscription, the message also serves as an alert as to why the system may operate differently than it did when Connected Navigation services were active.



If the Connected Navigation services are expired, system operation will be limited to data stored locally in the SD card map data. Connected Navigation service provides access to cloud-based traffic and Point of Interest (POI) updates that may not be stored locally in the SD card.

While the reminder messages are meant to be informative, the frequency of the message may be occurring too often. In some cases, the messages may appear every ignition cycle.

If the messages appear too frequently, verify that the navigation system operates properly and provides navigation guidance. If the navigation system is not operating correctly, follow the appropriate Service Information diagnostics.

If the navigation system is operating correctly, but the services reminder message continues to display every ignition cycle, confirm with the customer whether the Connected Navigation services subscription through OnStar has been renewed.

#### SUBSCRIPTION RENEWED

If the subscription has been renewed and the reminder message appears each ignition cycle, select No on the reminder popup to stop the message from occurring every ignition cycle. If the package subscription was renewed prior to the current one expiring, the message will still appear at its regularly scheduled intervals. Expiration popups should still be expected at 30-day and 3-day intervals. Instruct the customer to select No on the reminder popup. After the current subscription expires and the new one begins, a reminder popup should not be seen again until approximately 30 days before the next subscription expiration date.

#### SUBSCRIPTION EXPIRED

If the subscription has not been renewed and the reminder message appears each ignition cycle, and the navigation system is operating properly, determine if the customer wishes to renew the subscription. The customer can contact OnStar to renew the subscription. However, if the customer does not wish to renew the subscription, perform the following procedure:



- Perform a Return to Factory Defaults command through the Settings > Vehicle menu on the infotainment system. A message will be displayed to contact OnStar because the connected services have expired.
- 2. Select "Yes" to talk with an Advisor, and then decline to renew the service.

### Woodward Av

## Ferndale

An optional method is to create a new User Profile. Once the new profile is made, select "Yes" to talk to an Advisor when the 3-day popup appears, and then decline to renew connected services with the Advisor.

Once the subscription has been renewed or declined, turn off the ignition, disable Retained Accessory Power (RAP) and allow the radio to go to sleep. After two minutes, turn on the ignition and verify the connected services reminder message no longer appears.

GM Engineering is currently evaluating this condition and working on a repair recommendation. For additional information, refer to #PIC6357A.

Thanks to Jeremy Richardson

## **Wheelhouse Liner** Interference

A rubbing or popping sound coming from the front of the vehicle while making a sharp turn at low speeds may be heard on some 2019 Blazer models. One or both of the front wheelhouse liners may be contacting the steering gear assembly boot during turns.

To create more clearance and eliminate the interference, reposition the bottom of both front wheelhouse liners.



Wheelhouse interference with the steering gear assembly boot

With the vehicle raised, turn the left front wheel fully to the right and loosen the two bottom wheelhouse liner screws enough to reposition the liner.



Wheelhouse screws

Push the molded bottom lip of the liner upward to achieve at least 8 mm (0.315 in.) of clearance to the steering wheel boot. While holding the wheelhouse liner in the new position, tighten the two bottom screws to 22 lb.-in.



Achieve at least 8 mm (0.315 in.) of clearance.

Repeat the same procedure with the right front wheelhouse liner.

Thanks to Kris Villegas

## **Requesting GM Upfitter Technical Assistance**

The GM Upfitter Integration website — gmupfitter.com — offers a variety of valuable information and assistance for technicians and other personnel, including the latest bulletins involving upfitter equipment and technical assistance on upfitter repairs.

The website offers light- and medium-duty Body Builder Manuals, Technical Bulletins on issues that have come up during the model year, Best Practice Manuals with engineering recommendations and guidelines for special vehicle manufacturers; links to other



fleet or commercial vehicle-related GM and non-GM websites, a variety of FAQs covering common upfitter questions, and a generic (non-VIN specific) Incomplete Vehicle Documents database that is searchable by model year.

#### **TECHNICAL ASSISTANCE**

If assistance is needed when adding non Original Equipment (OE) content to a vehicle, contact the GM Upfitter Integration Group by selecting "Contact Us/Request Data" at the top of the home page. A request form will appear.

To request technical assistance from the GM Upfitter Integration Group, complete and submit the form, including contact information and vehicle information.

Once a case is received, it will be reviewed and additional information about the vehicle and the scope of the upfit may be requested. You will receive a telephone call and/or e-mail from a technical liaison engineers within 48 business hours of receipt of the request. The technical assistance is intended to be an advisory service for commercial vehicles only.

#### **UPFITTER BULLETINS**

Under the Technical Bulletin tab, bulletins covering light-duty, medium-duty, and passenger vehicles are provided in a PDF format. Topics cover mid-year vehicle design changes, GM information that affects upfitter modifications, and frequent issues that upfitters encounter.

The bulletins can be searched by model year, vehicle and vehicle type, or select "Show all bulletins" to view all bulletins currently available.

Thanks to Bob Briedis



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