

Date: 5/1/19

TECHNICAL BULLETIN: VEHICLE VARIANCES – 2019 CHEVY SILVERADO 1500 CREW CAB

Subject: Variations Seen on Trucks Manufactured in Mexico

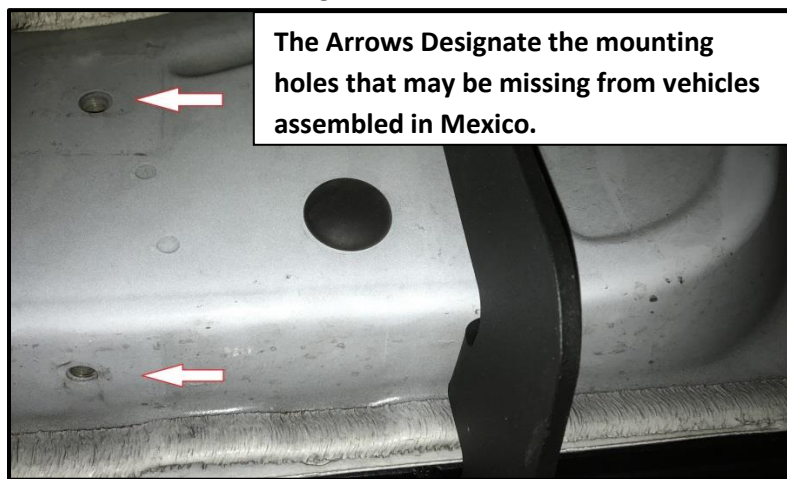
Models: 2019 Chevy Silverado 1500 Crew Cab

Issue: Deletion of factory step-up Mounting Points

Affecting Part Numbers: 21-24130/35, 21-54130/35, 28-71270/75

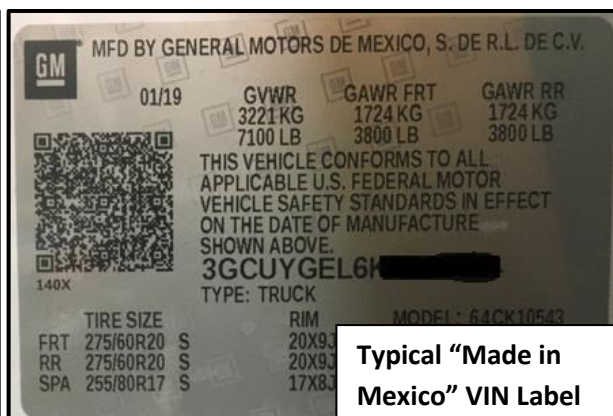
What is the Problem?

- Starting in January 2019 General Motors began assembling new body style Chevy Silverado 1500's in Mexico. Westin has discovered that two of the step-up mounting holes that were present on the "Made in USA" vehicles are not present on the Mexico trucks. Westin's ProTraxx 4, ProTraxx 5 and R5 Nerf Steps utilize the missing mounting holes.
- The issue is at the rearmost mounting location on both the Driver and Passenger sides.



How to Determine Country of Manufacture?

- The first number of the VIN represents the Country of Origin, (1) = USA, (3) = Mexico. Alternatively the truck owner can refer to the VIN label at the lower right hand corner of the driver side door opening. If the first line states "MFD by General Motors de Mexico" you may have a truck with the issue.



What are the solutions?

1. Westin's E-series, Platinum 4, Protraxx 6, Extreme, HDX Drop Step, Premier 4/6, Thrasher, Sure Grip, SG6, Grate Step utilize alternative mounting methods and are not affected by this issue.
2. All Westin ProTraxx and R7 products produced after 5/1/19 will utilize the rearmost mount holes in order to avoid potential fitment issues.
3. Any customer with a 2019 Chevy Silverado 1500 Crew Cab that is currently experiencing this issue may contact Westin Customer Service at (800) 345-8476. Westin will provide a pair of replacement mounting brackets that remedy the problem free of charge.

Additional Information:

1. There are no 2019 Chevy Silverado Double Cab trucks known to Westin to have this issue.
2. There are no 2019 GMC Sierra trucks known to Westin to have this issue.

What if I have other questions?

If you require further assistance, please contact our Westin Customer Service at (800) 345-8476 from 7am to 4pm PST or email: customerservice@westinautomotive.com.

Thank you for choosing Westin!