



Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 12-08-132-001E

Date: April, 2018

INFORMATION

Subject: Accessory Power Outlet and Trailer Lighting Fuse Replacement Labor Operation N1720 Fuse Replacement

Models: 2010-2019 GM Passenger Cars and Trucks

This bulletin has been updated to add 2014 - 2019 Model Years and update the information. Please discard Corporate Bulletin Number 12-08-132-001D.

Accessory Power Outlet and Trailer Lighting Fuse Replacement Customer Enthusiasm Information

Accessory Power Outlets (APO) and Trailer lighting are the most commonly accessed electrical systems that can be affected by devices that are plugged in by the customer.

If a vehicle is encountered with one of these systems being inoperative due to an open fuse, and a problem cannot be identified with the vehicle, it is reasonable to suspect that something the customer may have plugged into the APO or the trailer connector may have caused the fuse to open.

For vehicles repaired under the Bumper-to-Bumper Coverage, in Canada, Base Warranty Coverage, when a defect in material or workmanship cannot be

identified and the dealership still wants to cover the fuse replacement under warranty, this type of Warranty Transaction must be entered as: **Customer Enthusiasm**.

Identifying these types of repairs as Customer Enthusiasm helps engineering to focus their resources on product issues they need to address.

For complete instructions on how to submit a Customer Enthusiasm Warranty Transaction, refer to the latest version of Corporate Bulletin Number #11-00-89-005: Clarification of Use - Dealer Empowerment Labor Operations and Customer Enthusiasm (U.S. Only).

GM of Canada dealers should refer to the Goodwill section on the Warranty Administration Homepage in GM GlobalConnect.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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