

Subject: Engineering Information — Trailer Electrical Not Working as Intended and/or Trailer Message Displayed

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2017	2019			All	All

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with Enhanced Towing Package (RPO NHT) and/or H.D. Trailer Provisions (RPO Z82)
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on one or more of the following:</p> <ul style="list-style-type: none"> • Trailer lights/brakes/electrical not working as intended. • Any trailer message displayed.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, verify that one of the six trailer fuses are blown.

Prior to any repair attempts contact the engineer listed below.

Contact Information

Engineer Name	Phone Number
David Kappaz	(586) 907-3416

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
5480538*	Engineering Information — Trailer Electrical Not Working as Intended and/or Trailer Message Displayed	0.3 hr

* This is a unique labor operation for bulletin use only.

Version	1
Modified	Released April 25, 2018