

Subject: Engineering Information - No Trailer Lights, No Brake Lights and/or Trailer Tow Receptacle is Loose

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 PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 2500HD/3500HD	2020	2021	-	-	Equipped with 6.6L Engine (RPO L5P)	-
GMC	Sierra 2500HD/3500HD						

Involved Region or Country	North America
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 conditions.</p> <ul style="list-style-type: none">• No trailer lights• No brake lights• Trailer Tow Receptacle is loose
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, perform the following checks and document by taking pictures of the connector terminals and the wiring going into the connector. Contact the engineer listed below with your findings.

1. What is the fit of the connector to the bumper?
2. Any aftermarket parts added?
3. Temperature/other vehicle conditions?
4. Mileage?

Contact Information

The Contact Information has been redacted.

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
5480838*	Engineering Information - Trailer Tow Receptacle is Inoperative and/or is Loose	0.5 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	September 21, 2020