

Subject: Engineering Information - Trailer Light Message and/or Trailer Disconnect Message On the Infotainment Screen, Trailer Lighting, Trailer Brake Lights, Trailer Backup Lights, Trailer Turn Signals are Intermittent and/or Inoperative

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 1500	2021	2021	-	-	-	-
	Silverado 2500HD/3500HD						
GMC	Sierra 1500						
	Sierra 2500HD/3500HD						

Involved Region or Country	United States, Canada
Additional Options (RPOs)	Equipped with INDICATOR-TRAILER INFORMATION (RPO U1D)
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. The vehicle MUST be at the dealership to proceed with this EI.</p> <p>Some customers may comment on having one or more of the following conditions:</p> <ul style="list-style-type: none"> Trailer light message and/or trailer disconnect message on the infotainment screen and/or on the Driver Information Center (DIC). Park lamps/Running lamps intermittent and/or inoperative Trailer brake lights are intermittent and/or inoperative Trailer backup lights are intermittent and/or inoperative Trailer turn signals are intermittent and/or inoperative
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 steps and contact the engineers listed below with your findings.

- Confirm w/ customer the trailer type (and type of lamps on trailer), model of trailer and if they towed when this customer's concern was seen. Also, confirm if customer has any trailer adapters connected between vehicle's trailer receptacle and trailer. Verify for "Trailer Disconnected Check Connection" message in the Driver Information Center (DIC).

Note: Determine if the message of "Trailer Disconnected Check Connection" was present with the trailer connected or no trailer connected as part of the customer concern.
- Using GDS2, run the Vehicle DTC and ID Information and save it. Clear the DTCs.

Note: If unable to communicate to K68 Trailer Lighting Control Module (TLCM), contact the listed engineer.
- Check for blown F46UA, F74UA, F82UA fuses at X50A underhood fuse block.
 - If any of these fuses are blown, replace fuses and proceed to the next step.
 - If ONLY fuse F63UA is blown, this EI DOES NOT apply. Follow standard Power and Signal Distribution diagnostics within SI.

3.3. If all fuses are OK, proceed to the next step.

4. If available, use the Trailer Presence Simulator Tool EL 52641 to diagnose the circuit malfunction by performing the Circuit/System Verification with Special Tool procedure found in Trailer Lamps Malfunction with U1D. Document which circuit is not activated on the simulator and contact the listed engineer.

Note: If the special tool is not available, perform the circuit test without the special tool. Document if any current DTCs are set during circuit testing.

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
2086278*	Engineering Information - Trailer Light Message and/or Trailer Disconnect Message On the Infotainment Screen, Trailer Lighting, Trailer Brake Lights	0.3 hr

Version	1
Modified	Released June 21, 2021