



Service Bulletin

Bulletin No.: 21-NA-027

Date: August, 2022

TECHNICAL

Subject: Trailing Connector Loose Within Rear Bumper

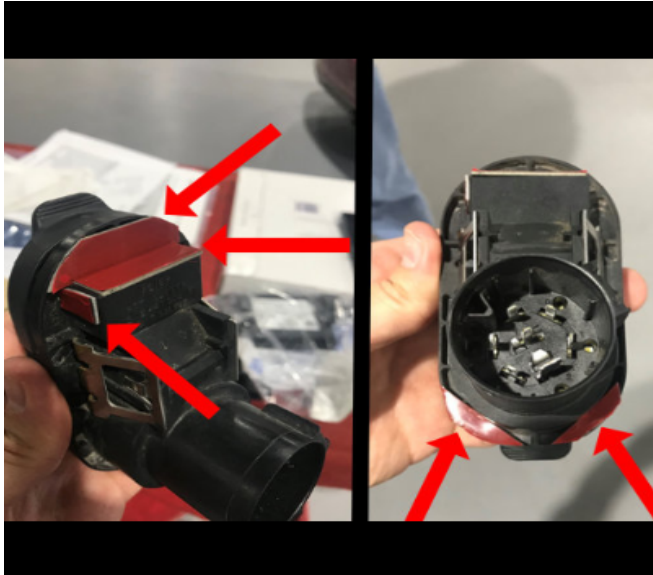
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 Silverado 2500HD/3500HD	2019	2021			All	All
	Silverado 1500	2023	2023				
	Silverado 2500HD/3500HD	2022	2023				
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
GMC	Sierra 1500 Sierra 2500HD/3500HD	2019	2021				
	Sierra 1500	2023	2023				
	Sierra 2500HD/3500HD	2022	2023				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						

Involved Region or Country	North America, Middle East, Israel, Palestine, Chile, Paraguay, Uruguay, Thailand.
Additional Options (RPOs)	
Condition	Some customers may comment on the trailing connector loose within the rear bumper.
Cause	Repeated use and a high stack up tolerance may cause the 7-way connector to be loose in the bumper.
Correction	Follow the procedure outlined below to correct this condition.

Service Procedure

If you encounter a vehicle with the above condition complete the following:

1. Remove the trailer connector from the rear bumper. Refer to *Tow Vehicle Electrical Receptacle Replacement* in SI.



5732388

2. With the connector removed, add double sided tape to one or more of the following locations.
3. Install the connector and trim away and of the remaining tape so that its not visible.

Parts Information

Causal Part	Description	Part Number
N/A	*Kent 2-way Tape	KT12221
Contact Kent Automotive at 1-888-YES-KENT or online at www.kent-automotive.com . * We believe these sources and their products to be reliable, and recommend using either product. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.		

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
5486128*	Apply Tape to Trailering Connector	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released February 05, 2021 Revised August 15, 2022 — Added the 2022 and 2023 Model Years and Removed Australia/New Zealand.

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.



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION