

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6504
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 27, 2023

Subject: N222391510 - Customer Satisfaction Program
Body Harness Missing Circuits

Models: 2023 Chevrolet Silverado 1500
2023 GMC Sierra 1500

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222391510 today. The total number of U.S. vehicles involved is approximately 3. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in April 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 27, 2023. A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222391510 Body Harness Missing Circuits



Release Date: March 2023

Revision: 00

Attention: This program is in effect until April 30, 2025.

| Make | Model | Model Year | | RPO | Description |
|-----------|----------------|------------|------|-----|-------------|
| | | From | To | | |
| Chevrolet | Silverado 1500 | 2023 | 2023 | | |
| GMC | Sierra 1500 | | | | |

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

| | |
|-------------------|--|
| Condition | Certain 2023 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles, may have a body harness that is missing various circuits. |
| Correction | Dealers are to replace the body harness circuits with a VIN specific harness. |

Parts

| VIN | Part Name | WPC Part No. |
|-------------------|-----------|--------------|
| 1GCVDEE81PZ115007 | Harness | WPC878 |
| 3GTNU9ED1PG100107 | Harness | WPC879 |
| 3GTUUCE87PG141918 | Harness | WPC880 |
| 1GCUDEE86PZ136527 | Harness | WPC881 |
| 1GCUDEE82PZ140865 | Harness | WPC882 |
| 1GTUUCED1PZ132726 | Harness | WPC883 |

The service cable kits can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on:

Global Connect>Service Department>Service Forms Application>General Information tab>TSP Dealer Request Form.

For Canadian dealers: GlobalConnect>App Centre>Service>Service Forms-Launch>112 – TSP Dealer Request Form v1_EN

Instructions for submitting are on the form. They are VIN specific to each vehicle. Each VIN has an individual WPC number.

Warranty Information

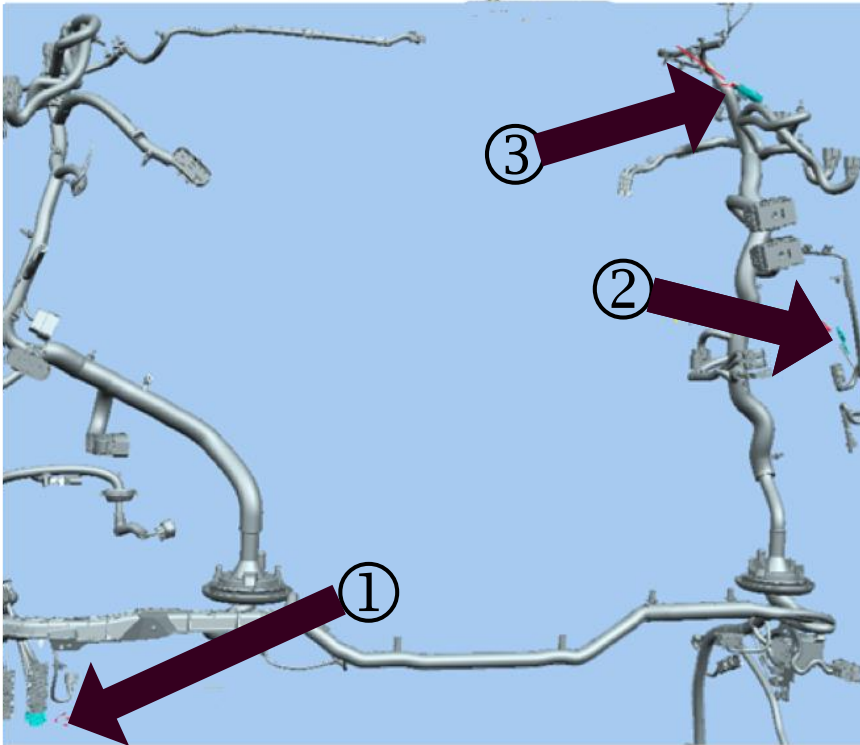
| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|---------------------------|------------|-------------|----------|
| 9106752 | Install Required Circuits | 4.0 | ZFAT | N/A |

Service Procedure for VIN 1GCVDEE81PZ115007 – Fog Lamps Inoperative

1. Remove the front floor panel carpet. Refer to *Front Floor Panel Carpet Replacement* in SI.
2. Remove the right front wheelhouse liner. Refer to *Front Wheelhouse Liner Replacement* in SI.
3. Remove the battery. Refer to *Battery Replacement* in SI.



Component Location

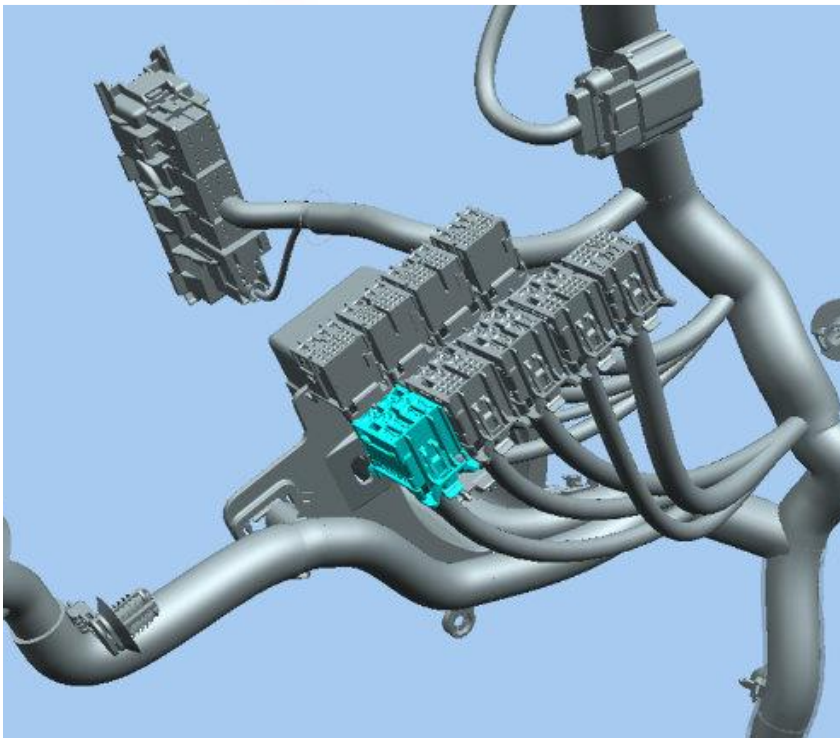


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ELM A215 (1)

Ground G104 (2)

Body Wiring Harness to Front Object Alarm Sensor Wiring Harness (3)

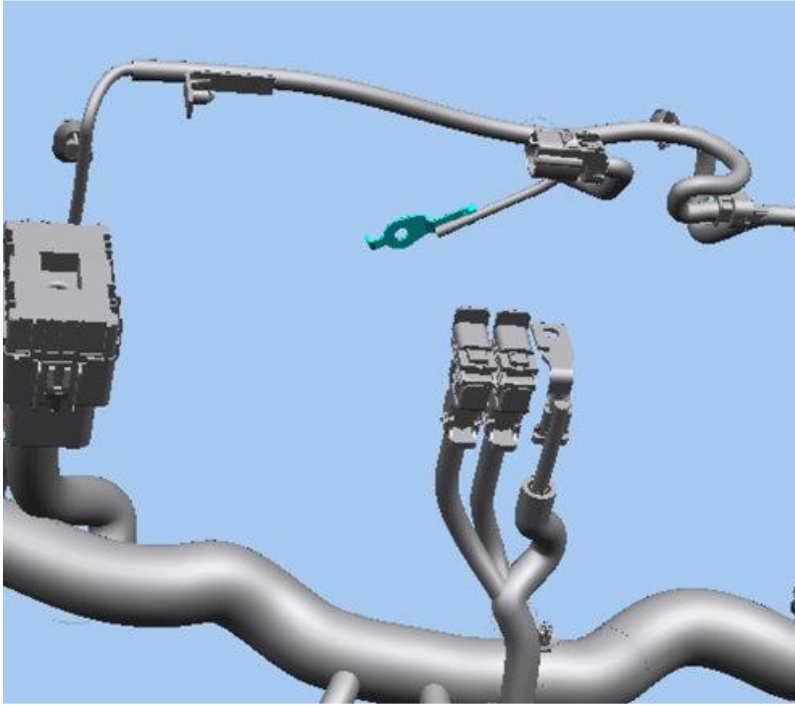


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Customer Satisfaction Program
N222391510 Body Harness Missing Circuits

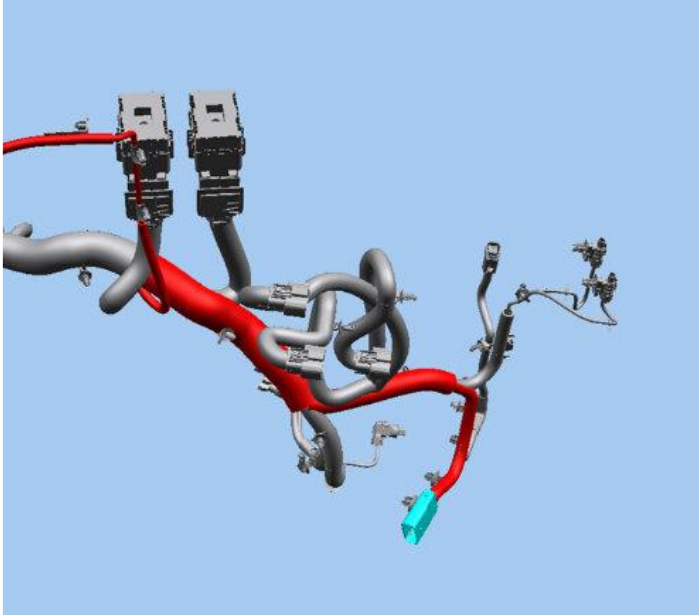


ELM A215 (Blue)



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Ground G104 (Blue)

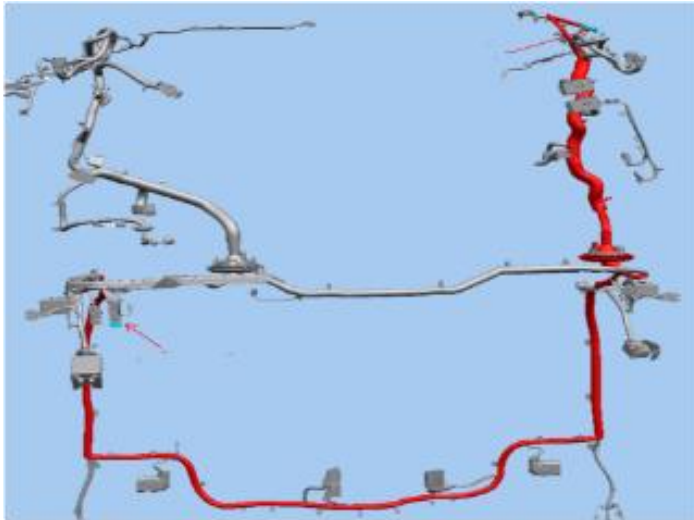


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Body Wiring Harness to Front Object Alarm Sensor Wiring Harness (Blue)

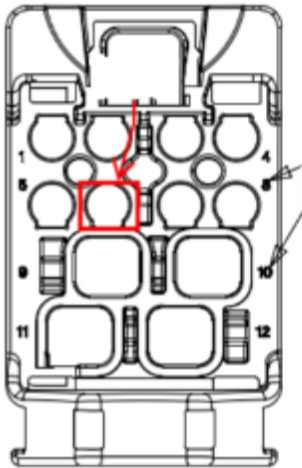
Customer Satisfaction Program

N222391510 Body Harness Missing Circuits



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4. Route the brown/grey circuit from the ELM to the front object sensor wiring harness. The female end of the circuit goes to the ELM. Follow the body harness shown in red, routing the new circuit through the front of dash wiring pass through. Using anti-abrasion tape, spot tape the harness every 100mm. while ensuring the circuits are behind the clips. Where possible, route the circuit under the conduit and sleeving. Seal the Front of dash pass through as required.

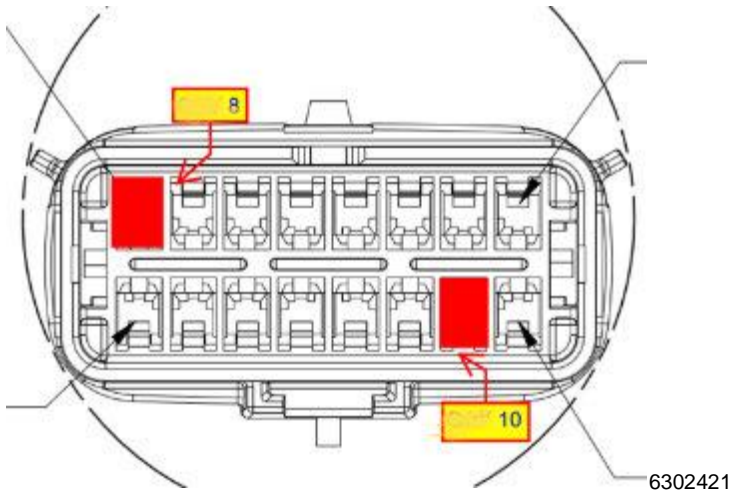


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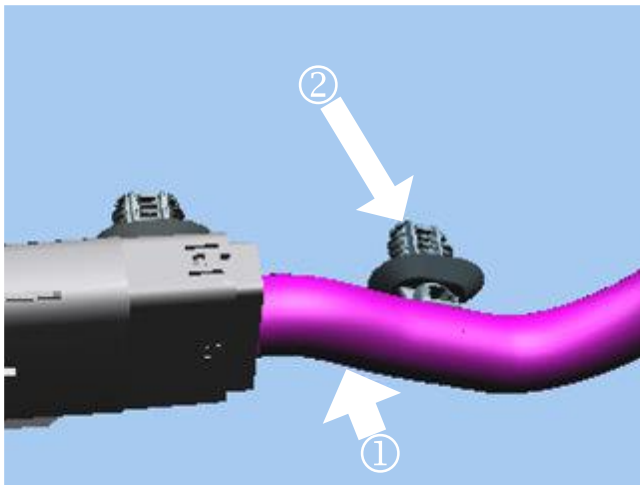
5. Connect the female end of the brown/grey circuit to cavity # 6 of the ELM A215 Connector.
6. Connect the ground circuit at the G104 Location. Remove the existing ground fastener and ground eyelet, place the new ground under the original eyelet and reinstall the fastener. Route the other end to the front object sensor wiring harness area. Using anti-abrasion tape, spot tape the harness every 100mm. while ensuring the circuits are behind the clips. Where possible, route the circuit under the conduit and sleeving.

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7. Connect the black circuit to cavity # 8 of the provided connector. Connect the brown/grey circuit to cavity #10.



8. Place the provided conduit between new service connector and the body harness (1). Wrap the connector and circuit with anti-abrasion tape.
9. Place the supplied wire tie connector/clip 97mm. from the connector (2).
10. Connect the new circuit to the front object sensor wiring harness, secure the fasteners as required.
11. Reinstall the front floor panel carpet. Refer to *Front Floor Panel Carpet Replacement* in SI.
12. Reinstall the right front wheelhouse liner. Refer to *Front Wheelhouse Liner Replacement* in SI.
13. Reinstall the battery. Refer to *Battery Replacement* in SI.
14. Clear any stored DTC's.

Service Procedure for VIN's 3GTUUCE87PG141918, 1GCUDEE86PZ136527, 1GCUDEE82PZ140865 and 1GTUUCED1PZ132726 - Side View Mirror Turn Signals Inoperative

Important: For all added circuits:

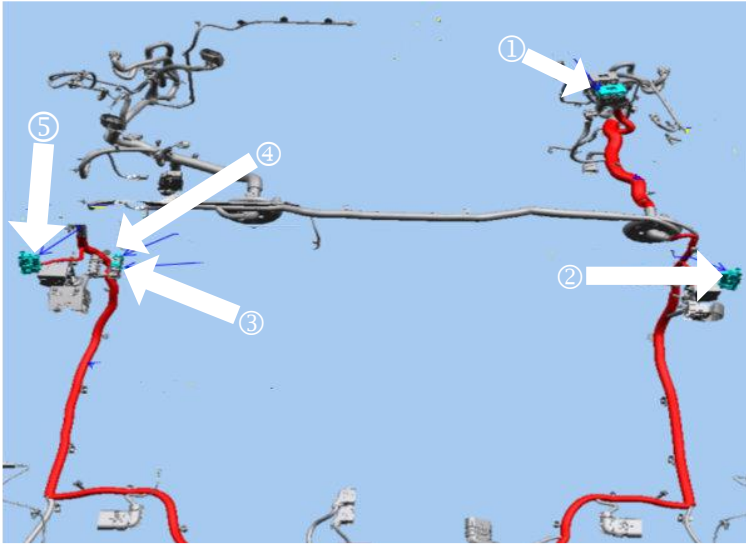
- Wrap circuit in class D (or higher) anti-abrasion tape.
- Spot tape to harness every ~100mm while ensuring circuits are behind clips using class D anti-abrasion tape.
- Replace any clips/tie straps as necessary.
- If possible, route circuit under conduit and sleeving.

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Component Location



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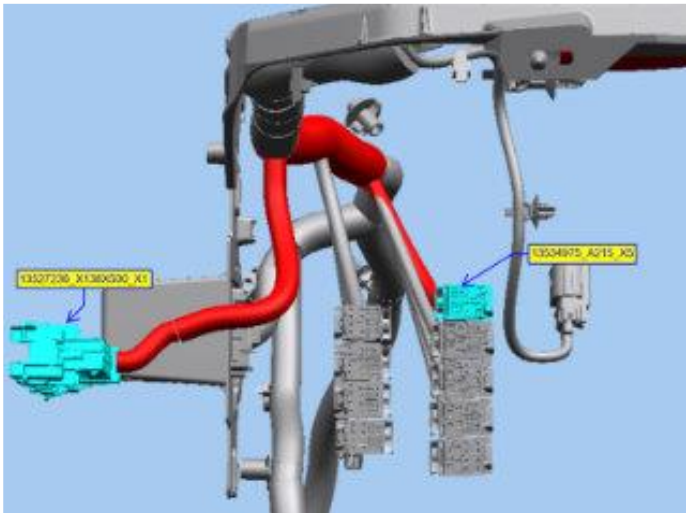
X600 X102 Connector (1)

X138 X600 Connector (2)

A215 X3 Connector (3)

A215 X5 Connector (4)

X138 X500 Connector (5)



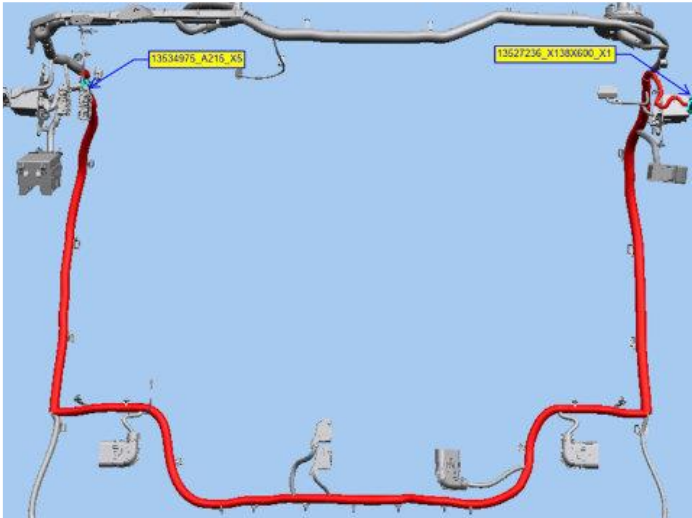
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Add Circuit 2114

1. Remove the front floor panel carpet. Refer to *Front Floor Panel Carpet Replacement* in SI.
2. From Driver door in-line X500 cavity 16 to ELM A215_X5 cavity 10.

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Add Circuit 2115

3. From passenger door in-line X600 cavity 13 to ELM A215_X5 cavity 9.



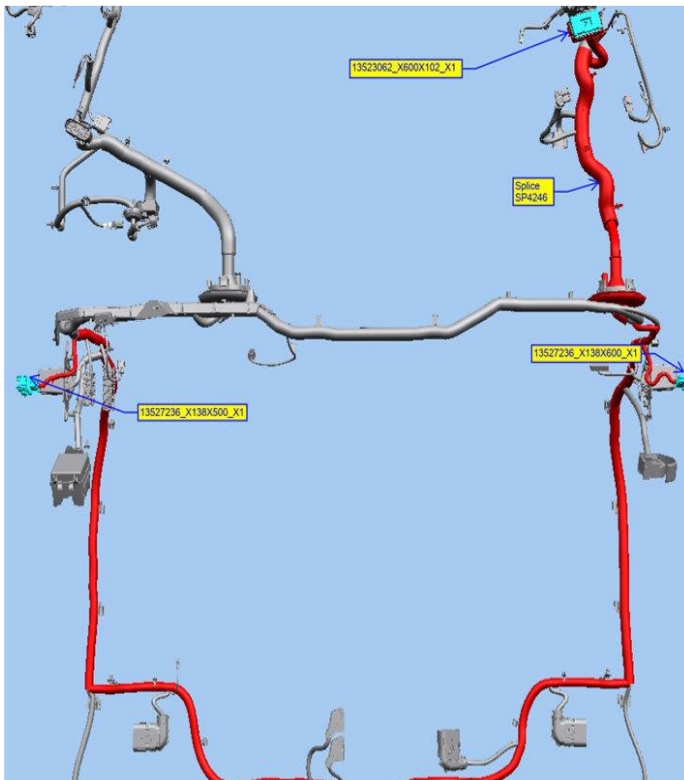
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Add Circuit 7761

4. From ELM A215_X3 cavity 7 to driver door in-line X500 cavity 26 and passenger door in-line X600 cavity 26.

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Add Circuit 4246

5. From Under Hood BEC X102 cavity G3 to driver door in-line X500 cavity 30 and passenger door in-line X600 cavity 31.
6. Reinstall the front floor panel carpet. Refer to *Front Floor Panel Carpet Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through April 30, 2025. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through April 30, 2025, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration

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Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

N222391510 Body Harness Missing Circuits



April 2023

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2023 model year Chevrolet Silverado 1500 or GMC Sierra 1500 may have been built with a body harness that is missing circuits.

Your satisfaction with your Silverado or Sierra is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the body harness circuits. This service will be performed for you at **no charge until April 30, 2025**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Chevrolet | 1-800-222-1020 | 711 / 1-800-833-2438 |
| GMC | 1-800-462-8782 | 711 / 1-800-833-2438 |
| Puerto Rico – English | 1-866-467-9700 | |
| Puerto Rico – Español | 1-866-467-9700 | |
| Virgin Islands | 1-866-467-9700 | |

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222391510