

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6529
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 12, 2023

Subject: N222385490 - Customer Satisfaction Program
Power Outlet Retrofit with RPO 08R

Models: 2023 Chevrolet Silverado 1500
2023 GMC Sierra 1500

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222385490 today. The total number of U.S. vehicles involved is approximately 30,000. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on April 26, 2023.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 12, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N222385490 Power Outlet Retrofit



Release Date: April 2023

Revision: 00

Attention: This program is in effect until April 30, 2026.

| Make | Model | Model Year | | RPO | Description |
|-----------|----------------|------------|------|-----|---|
| | | From | To | | |
| Chevrolet | Silverado 1500 | 2023 | 2023 | 08R | CREDIT - NOT EQUIPPED WITH 120V AC INSTRUMENT PANEL AND CARGO BED POWER OUTLETS (INCLUDES LATER RETROFIT) |
| GMC | Sierra 1500 | 2023 | 2023 | | |

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 | Due to the industry-wide semiconductor shortage, the DC/AC inverter which operates the power outlets (110/220V) is not functional on certain 2023 model year vehicles listed above, built beginning September 23, 2022. The affected vehicle owners should have been made aware of the condition at sale, and notified, that once parts are available, they would be eligible for a no additional cost retrofit to enable the feature. |
| Correction | Dealers are to install the accessory AC and DC power control module, install fuse, and reprogram the body control module (BCM). |

Parts

| Quantity | Part Name | Part No. |
|----------|---------------------------|----------|
| 3 | Nut | 11546449 |
| 1 | Fuse | 22917199 |
| 1 | Inverter – RPO KI5 (230V) | 84962937 |
| 1 | Inverter – RPO KI4 (110V) | 84962936 |

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9106632* | Install Accessory AC and DC Power Control Module and Reprogram BCM | 1.2 | ZFAT | N/A |

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

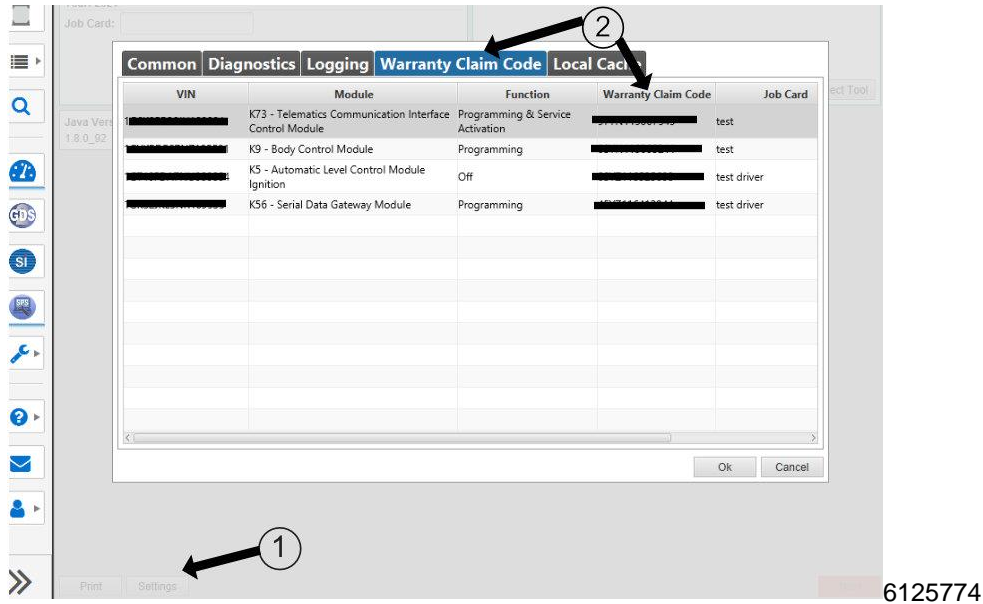
6125814

- The Warranty Claim Code from the programming event must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the



“Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval



If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

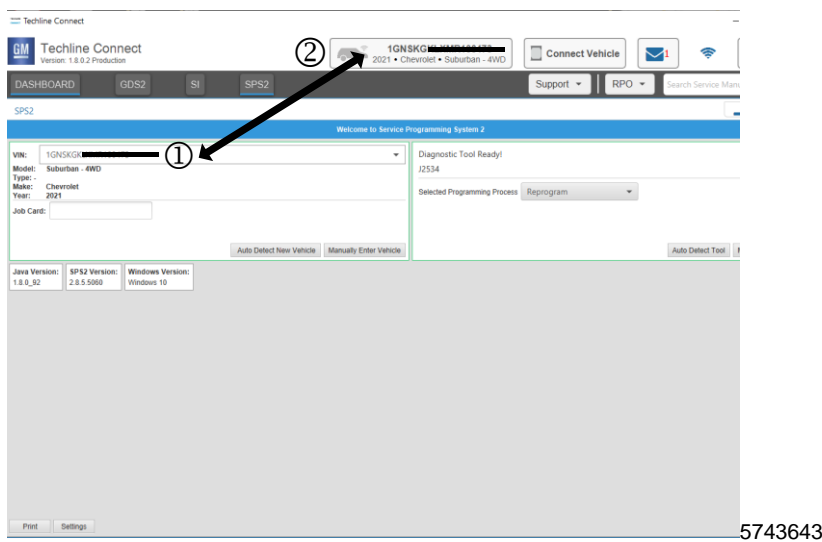
Customer Satisfaction Program

N222385490 Power Outlet Retrofit

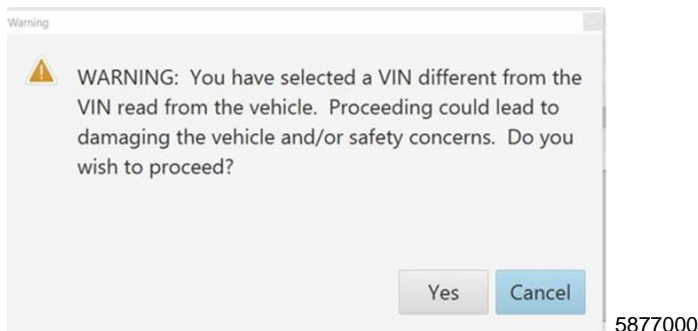


- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

Caution: Be sure the VIN selected in the drop-down menu (1) is the same as the vehicle connected (2) before beginning programming.

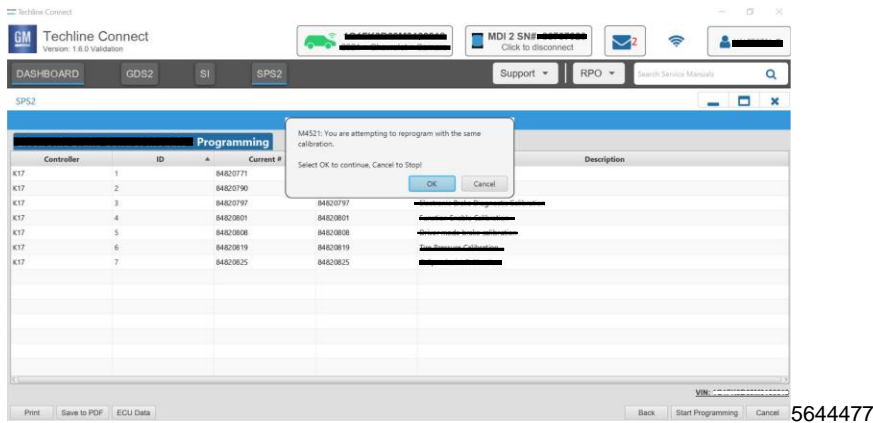


Important: If the vehicle VIN DOES NOT match, the message below will be shown.



Customer Satisfaction Program

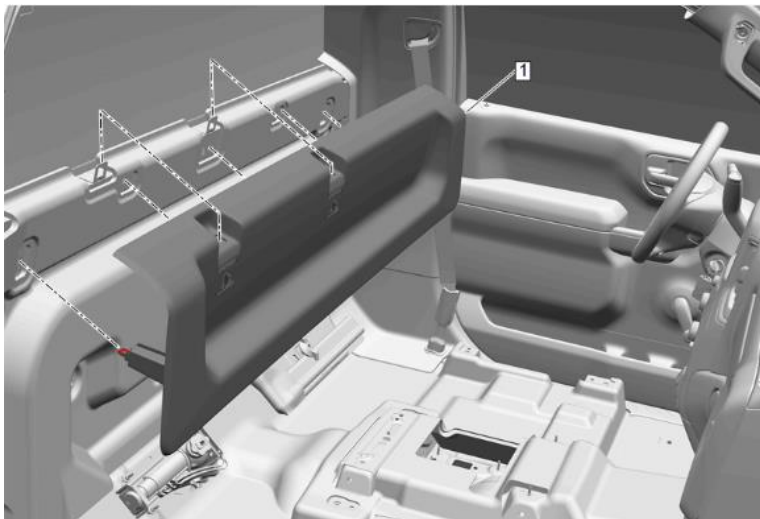
N222385490 Power Outlet Retrofit



Important: Techline Connect screens shown above.

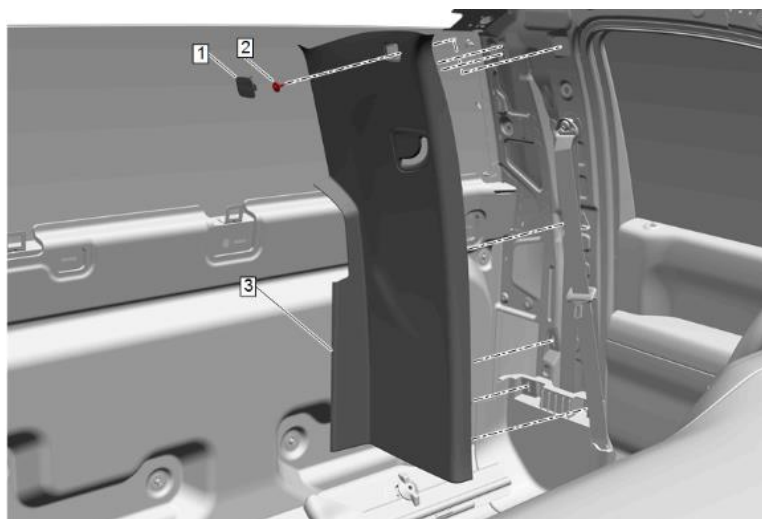
Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Determine vehicle cab configuration.
 - If vehicle is a crew cab or double cab, proceed to step 2.
 - If vehicle is a regular cab, proceed to step 3.
2. Remove the Rear Seat Back Cushion. Refer to *Rear Back Seat Cushion Removal and Installation* in SI. Proceed to step 14.
3. Fold the center seat armrest to the down position.
4. Position both front seat backs forward and slide both seats as far forward as they can go.



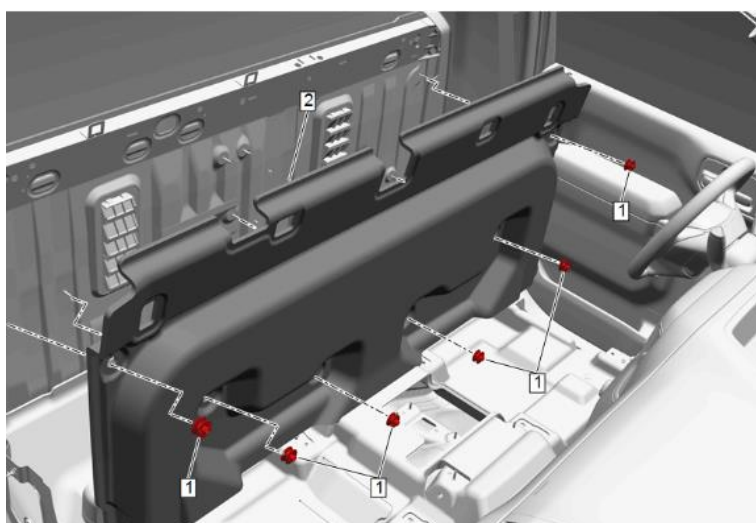
5158756

5. Carefully pull the Rear Window Lower Garnish Molding (1) forward around all edges then the middle of the part to disengage the clips from the sheet metal.
6. After all integral clips are disengaged, lift up and forward to clear the 2 rear end panel brackets that the Rear Window Lower Garnish Molding (1) sits over.



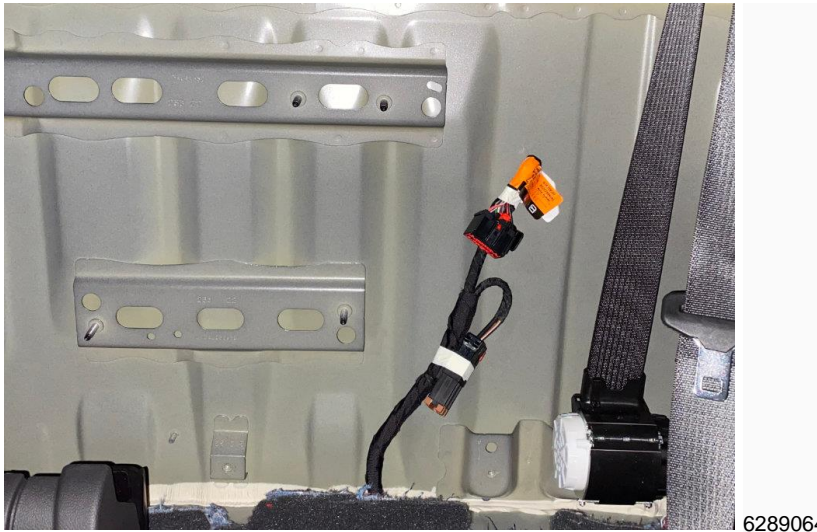
5163264

7. Use a small flat bladed tool to open the trim panel bolt cap (1) on both sides of the vehicle.
 8. Remove the 2 Body Lock Pillar Garnish Molding Bolts (2).
 9. Starting at the top and working down with a trim tool, grasp the Body Lock Pillar Garnish Molding (3) and gently pull the panel away from the body to release the retainer on both sides of the vehicle.
- Note:** The Body Lock Pillar Garnish Molding does not need to be fully removed from the vehicle.
10. Reposition the 2 Body Lock Pillar Garnish Moldings on both sides of the vehicle.



5160364

11. Remove the 6 Body Rear Panel Insulator Retainers (1).
12. Carefully pull the Body Rear Panel Insulator (2) forward around all edges then the middle of the part to disengage the clips from the sheet metal.
13. Remove the Body Rear Panel Insulator (2).

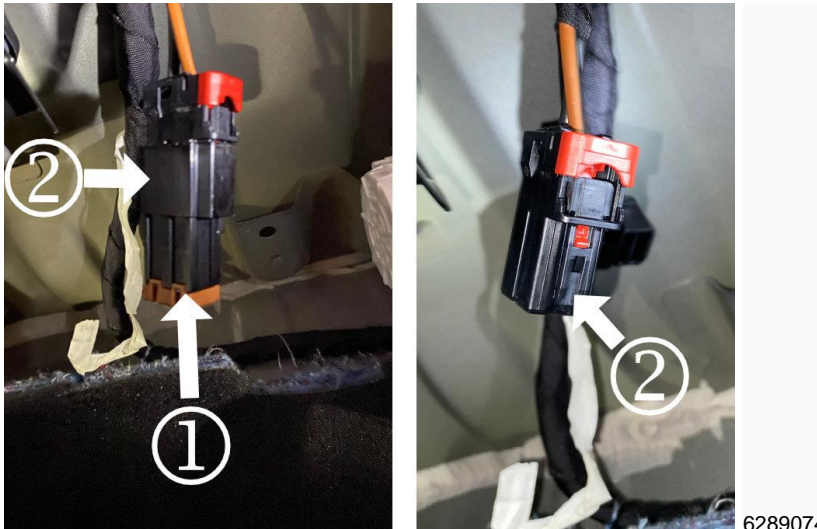


6289064

14. Locate the wire harness, shown above.

Caution: Do NOT cut the tape to remove it as it could cause damage to the wire harness.

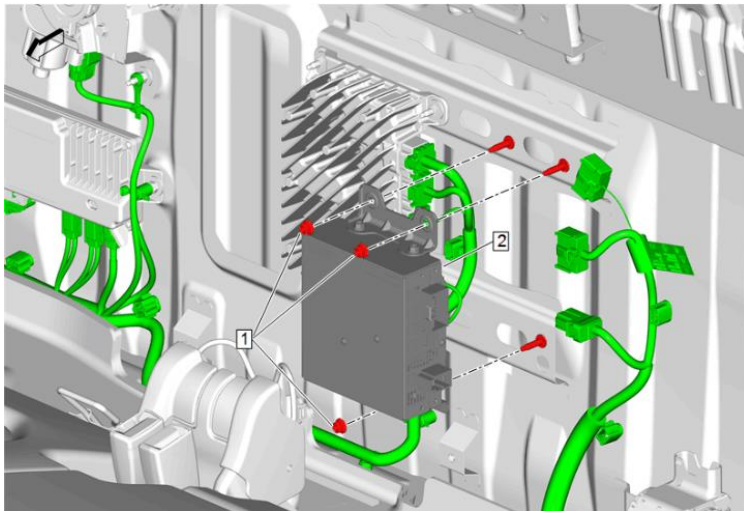
15. Remove and discard the tape holding the wire harness in position.



6289074

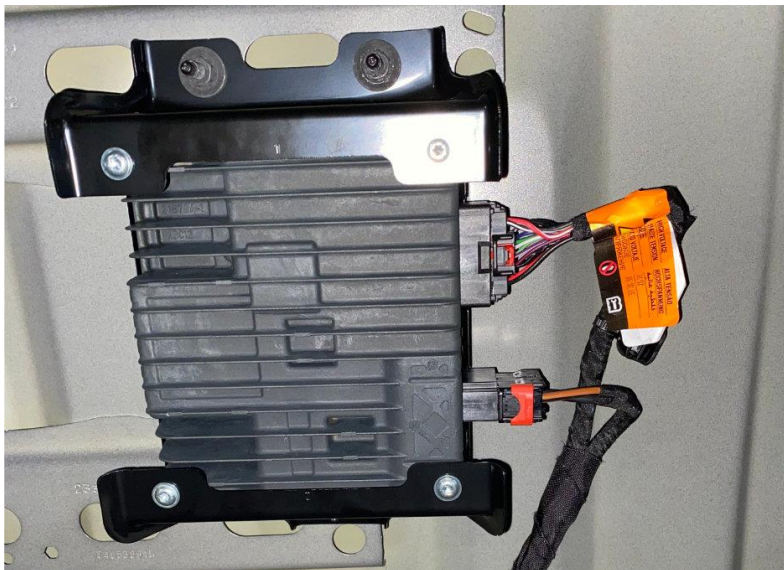
16. Remove and discard the connector cap (1) from the wire harness connector (2) as shown above.

Customer Satisfaction Program N222385490 Power Outlet Retrofit



5034093

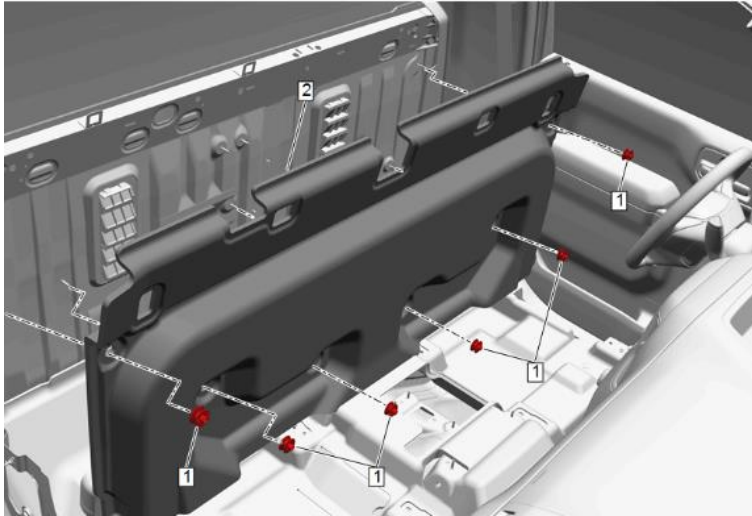
17. Install the Accessory AC and DC Power Control Module (2).
18. Install and tighten the 3 Accessory AC and DC Power Control Module nuts (1) to 9 Nm (80 lb in).



6289080

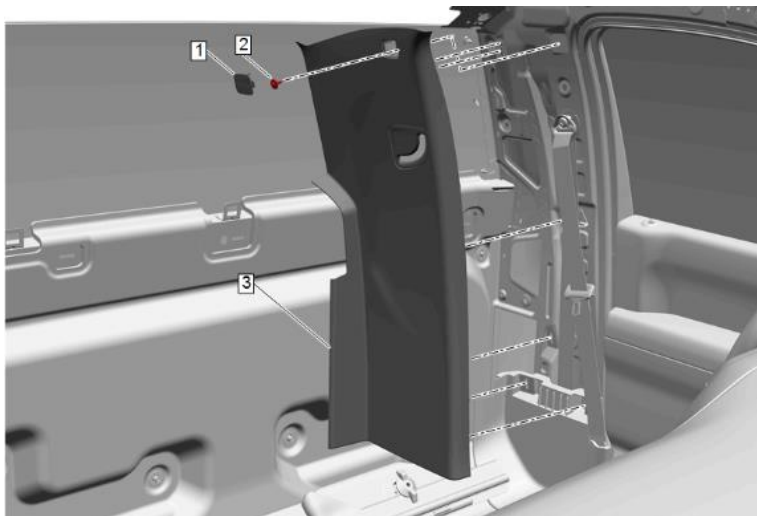
19. Connect the electrical connectors.
 - If vehicle is a double cab or crew cab, proceed to step 20.
 - If vehicle is a regular cab, proceed to step 21.
20. Install the Rear Seat Back Cushion. Refer to *Rear Back Seat Cushion Removal and Installation* in SI. Proceed to step 28.

Customer Satisfaction Program N222385490 Power Outlet Retrofit



5160364

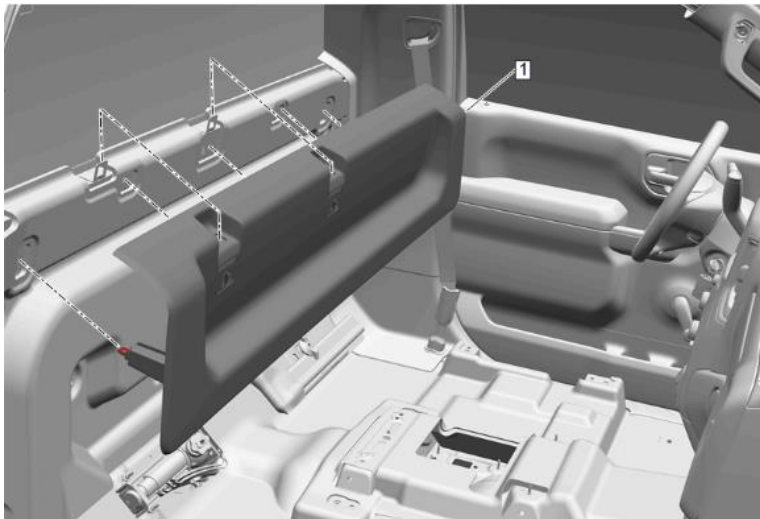
21. Install the Body Rear Panel Insulator (2).
22. Install the 6 Body Rear Panel Insulator Retainers (1).



5163264

23. Install the 2 Body Lock Pillar Garnish Moldings (3) on both sides of the vehicle.
24. Install and tighten the 2 Body Lock Pillar Garnish Molding Bolts (2) to 2.5 Nm (22 lb in).
25. Install the 2 Center Pillar Upper Trim Panel Bolt Caps (1).

Customer Satisfaction Program N222385490 Power Outlet Retrofit



5158756

26. Install the Rear Window Garnish Molding (1).
27. Return the seats to their original positions.
28. Open the hood.



6289640

29. Locate the Engine Wiring Harness Junction Block, shown above.
30. Remove the Engine Wiring Harness Junction Block Cover (1).



6289642

31. Install the fuse in the F19UA spot in the Engine Wiring Harness Junction Block.



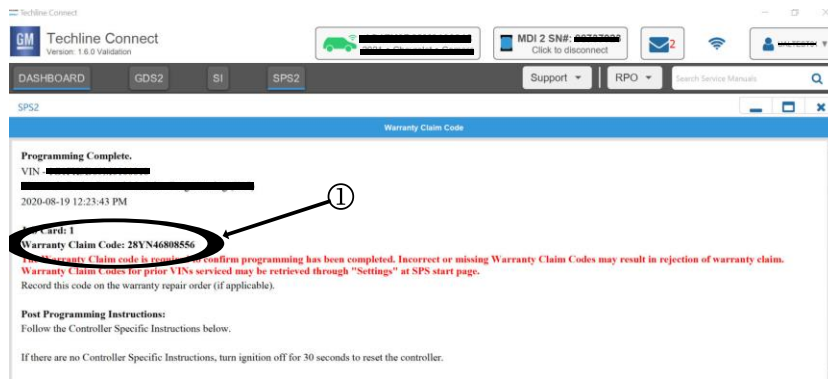
6289640

32. Install the Engine Wiring Harness Junction Block Cover (1).

33. Close the hood.

34. Reprogram the K9 Body Control Module. Refer to *K9 Body Control Module: Programming and Setup* in SI.

Customer Satisfaction Program N222385490 Power Outlet Retrofit



5644478

Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

35. Record SPS Warranty Claim Code on job card for warranty transaction submission.

36. Clear all DTCs.

Note: There may be several outlets in various locations including the center console, rear passenger compartment, and bed.

37. Verify all of the 110v outlets on the vehicle now function properly.

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, 2026. 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, 2026, 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 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.

Customer Satisfaction Program

N222385490 Power Outlet Retrofit



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

N222385490 Power Outlet Retrofit



April 2023

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

Dear General Motors Customer:

Our records indicate that, at the time you purchased or leased your GM vehicle, the vehicle was not equipped with functioning cab and cargo bed power outlets due to an industry-wide parts shortage.

We are pleased to inform you that you are now able to schedule an appointment with your GM dealer so they can enable your cab and cargo bed power outlets.

What We Will Do: Your GM dealer will install the accessory AC and DC power control module to enable your cab and cargo bed power outlets. This service will be performed for you at **no charge until April 30, 2026**. After that, any applicable warranty will apply.

What You Should Do: We recommend that you contact your GM dealer as soon as possible to schedule an appointment for this retrofit. By scheduling an appointment, your dealer can order the necessary parts to 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 retrofit 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 with many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N222385490