



Preliminary Information

PIT6096 110 / 120 Volt Power Outlet Inoperative

Models

| Brand: | Model: | Model Years: | VIN: | | Engine: | Transmissions: |
|-----------|------------------------|--------------|------|-----|---------|----------------|
| | | | from | to | | |
| Chevrolet | Silverado 2500/3500 HD | 2020 - 2023 | All | All | All | All |
| GMC | Sierra 2500/3500 HD | 2020 - 2023 | All | All | All | All |

| | |
|----------------------------|---|
| Involved Region or Country | North America |
| Additional Options (RPO) | RPO KI4 120 Volt Power Outlet |
| Condition | Some customers may comment that the 110 /120 volt accessory power outlet(s) are inoperative. Please note that there is an in cab power outlet switch that MUST be turned on for the 110 /120 volt power outlet(s) to function. |
| Cause | The cause of this concern could be a low voltage condition. |

Correction:

If normal SI diagnostics does not correct the condition, then disconnect the battery(ies) for several minutes and reconnect. Start the vehicle and turn on the in cab 110 / 120 volt power outlet switch. Then connect a suitable device to the 110 /120 volt power outlet and check to see if it now operates. If the power outlet now operates, then the cause is likely because the BCM determined there was a low battery condition and locked out the 110 /120 volt power outlet(s). Inspect the vehicle for any type of condition that could cause a low voltage concern like:

- Parasitic draw on the battery that may or may not cause a dead battery/no crank concern.
- Poor battery cable or main fuse block connections.
- A battery issue.
- Aftermarket equipment.

Repair any issues found.

Note: In some rare cases, if no issues are found and even if the battery passed the GR8/DCBS testing, the cause still could be a battery issue and may need to be replaced.

Warranty Information

For vehicles repaired under warranty use the appropriate labor operation code for the issue found.

Version History

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| Version | 1 |
| Modified | 12/05/2023 - Created on. |



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