

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6771  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 22, 2024

Subject: N232425850 - Service Update  
Fuel Tank Fuel Pump Module Connector Not Engaged

Models: 2023 Chevrolet Express  
2024 Chevrolet Silverado 1500  
2023 GMC Savana  
2024 GMC Sierra 1500

To: All General Motors Dealers

General Motors is releasing Service Update N232425850 today. The total number of U.S. vehicles involved is approximately 41. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 22, 2024. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N232425850 Fuel Tank Fuel Pump Module Connector Not Engaged



Release Date: January 2024

Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Express	2023	2023		
	Silverado 1500	2024	2024		
GMC	Savana	2023	2023		
	Sierra 1500	2024	2024		

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.

<b>Condition</b>	Certain 2023 model year Chevrolet Express and GMC Savana and 2024 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles may have a condition in which the fuel tank fuel pump module manifold connector is not completely clipped to fuel pump housing.
<b>Correction</b>	Dealers are to replace the Fuel Tank Fuel Pump Module.

### Parts

Quantity	Part Name	Part No.
1	Fuel Pump Module Kit	85623231
1	Fuel Pump Module Kit	86820975

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Fuel Pump Module Kit to order.

It is estimated that there are only 41 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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
9107100	Fuel Tank Fuel Pump Module Replacement (Includes: Drain and Fill Tank) Silverado 1500/Sierra 1500 Express/Savana	1.3 1.5	ZFAT	N/A

### Service Procedure

Replace the fuel tank fuel pump module. Refer to *Fuel Tank Fuel Pump Module Replacement* in SI.

### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

## Service Update

# N232425850 Fuel Tank Pump Module Manifold Connector Not Properly Engaged



### Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin 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 not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

---

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**