



Service Bulletin

Bulletin No.: 24-NA-076

Date: April, 2024

TECHNICAL

Subject: Steering Column Up and/or Down Function Inoperative

| Brand: | Model: | Model Year: | | VIN Breakpoint: | | Engine: | Transmission: |
|-----------|--------------|-------------|------|-----------------|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Silverado EV | 2024 | 2024 | — | — | — | — |

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|-----------------------------------|---|
| Involved Region or Country | North America |
| Condition | Some customers may comment on the steering column up and/or down function is inoperative. |
| Cause | The condition may be due to an anomaly within the steering column control module. The internal switch timer can cause the up and/or down functionality to be inoperative. |
| Correction | Technicians are to perform the following steering column module reset procedure to re-able the up/down functionality. Note: Engineering is working on a long-term solution. This bulletin will be update accordingly when the permanent fix is implemented. |

Service Procedure

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

1. Start the vehicle in (propulsion mode).
2. Push the steering column switch in the axis so that it is NOT stuck to move the column.
3. When the steering column reaches the end of travel in that axis, reverse the direction. Repeat direction reversals for 30 seconds.
4. After the 30 seconds, the stuck axis will be able to move freely. If not, repeat the reset procedure.

Note: Keeping the steering column active for 30 seconds resets the stuck switch timer. No activity for 4 seconds will reset the 30 second timer requiring the need to start the reset procedure from the beginning.

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|------------------------------|------------|
| 7486118* | Steering Column Module Reset | 0.3 Hrs. |

*This is a unique Labor Operation for Bulletin use only.

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| Version | 1 |
| Modified | Released April 19, 2024 |

