

GENERAL MOTORS
DCS6942
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 16, 2024

Subject: N232414840 - Customer Satisfaction Program
Intermittent Loss of Trailer Brakes

Models: 2024 Chevrolet Silverado 2500HD/3500HD
2024 GMC Sierra 2500HD/3500HD
Equipped with BRK APL CTRL FEATURE-INTEGRATED TRAILER
BRAKE (RPO JL1)

General Motors is releasing Customer Satisfaction Program N232414840 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

Customer Satisfaction Program

N232414840 Intermittent Loss of Trailer Brakes



Release Date: July 2024

Revision: 00

Attention: This program is in effect until August 31, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500HD/3500HD	2020	2020	JL1	BRK APL CTRL FEATURE- INTEGRATED TRAILER BRAKE
Chevrolet	Silverado 2500HD/3500HD	2024	2024		
GMC	Sierra 2500HD/3500HD	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.

Condition	On certain 2020 and 2024 model year Chevrolet Silverado 2500HD/3500HD and 2024 model year GMC Sierra 2500HD/3500HD vehicles equipped with Integrated Trailer Brake (RPO JL1), if the trailer battery is charged to a higher voltage than the vehicle battery, it may cause the voltage to feed back into the vehicle battery and create a false short to ground. This false short to ground will trigger trailer braking to be disabled with customer notification.
Correction	Dealers are to replace the Trailer Brake Power Module (TBPM).

Parts

Quantity	Part Name	Part No.
1	JL1, Trailer Brake Power Module	85073615

Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106980	Trailer Brake Control Module Replacement (Silverado HD/Sierra HD)	0.3	ZFAT	N/A

Service Procedure

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. Remove the Trailer Brake Power Module. Refer to *Trailer Brake Control Module Replacement* in SI.
2. Install the NEW Trailer Brake Power Module. Refer to *Trailer Brake Control Module Replacement* in SI.

Dealer Responsibility

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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 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.

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In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through August 31, 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.

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.



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July 2024

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

Dear General Motors Customer:

We have learned that on your 2020 or 2024 model year Chevrolet Silverado 2500HD/3500HD or 2024 model year GMC Sierra 2500HD/3500HD equipped with Integrated Trailer Brake, if the trailer battery is charged to a higher voltage than the vehicle battery, it may cause the voltage to feed back into the vehicle battery and create a false short to ground. This false short to ground will trigger trailer braking to be disabled. If the condition is alleviated, meaning the trailer battery voltage falls below the vehicle battery voltage, trailer braking will be restored, even within the same ignition cycle.

Your satisfaction with your Chevrolet Silverado 2500HD/3500HD or GMC Sierra 2500HD/3500HD 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 trailer brake power module. This service will be performed for you at **no charge until August 31, 2026**. After that, any applicable warranty will apply.

What You Should Do: Until the repair is completed, please disable the trailer solar panels and/or generator. After starting your vehicle, and before driving:

- 1) Ensure that the Trailer Brake Symbol on the control panel is illuminated and that “Check Trailer Wiring” or “Service Trailer Brake System” is NOT displayed.
- 2) If these messages appear and/or the Symbol isn’t illuminated, please wait until a “Trailer Brakes Connected” message appears, and the Trailer Brake Symbol on the control panel illuminates.
- 3) This will need to be done whenever you start the vehicle with the trailer connected until the repair has been performed.

To limit any possible inconvenience, we recommend that you contact your GM 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

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