



# Service Bulletin

Bulletin No.: 21-NA-166

Date: April, 2025

## INFORMATION

**Subject: Turn Signal Stalks are Not Cancelling and/or Mis Cancelling**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2025	-	-	-	-
Chevrolet	Silverado 1500	2020					
	Silverado 1500 New (RPO J22, 12th VIN Digit = 5 or greater)	2022					
	Silverado 2500HD/ 3500HD	2020					
	Suburban	2021					
	Tahoe	2021					
GMC	Sierra 1500	2020					
	Sierra 1500 New (RPO J22, 12th VIN Digit = 5 or greater)	2022					
	Sierra 2500HD/ 3500HD	2020					
	Yukon Models	2021					

<b>Involved Region or Country</b>	North America, Russia, Middle East, Israel, Chile, Columbia, Ecuador, Paraguay, Uruguay, Japan, S. Korea, Thailand, Australia, and New Zealand.
<b>Condition</b>	Some customers may comment on the turn signal stalk not cancelling and/or mis cancelling.
<b>Cause</b>	This condition may be caused by a quality issue during assembly.
<b>Correction</b>	Remove steering column shroud to expose turn signal bracket. Once removed and are able to interact with the turn signal and bracket, please ensure that the turn signal stalk is clipped in on both sides of the bracket.

**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.**

### Service Procedure

Remove steering column shroud to expose turn signal bracket. Once removed and are able to interact with the turn signal and bracket, please ensure that the turn signal stalk is clipped in on both sides of the bracket.

Steps to be followed:

1. Can the snaps be engaged? (i.e. are you able to snap the turn signal back into place)

If yes, please re-engage the snaps, test functionality, and document that the turn signal clips were not fully seated

If no, please fully remove the stalk by unlatching both snaps, reinsert the suspect stalk into the bracket and re-test functionality.

If customer complaint is resolved, please document that the turn signal clips were not fully seated.

If customer complaint is not resolved, replace the turn signal switch and bracket.

2. If the turn signal stalk is fully seated within the bracket and continues to have an issue canceling, replace the turn signal assembly with the stalk and bracket.

Refer to *Turn Signal Switch Replacement in SI and/or Turn Signal Switch Bracket Replacement in SI*.

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
7480018*	Replace Turn Signal Switch and Bracket	1.0 Hr.
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	5
<b>Modified</b>	Released July 20, 2021 Revised April 11, Added 2022 Model Year. Revised September 05, 2023 - Added 2023 and 2024 Model Year. Revised September 17, 2024 - Added 2025 Model Year. Revised April 15, 2025– Updated Correction, Service Procedure and Labor Operation sections.

