



Service Bulletin

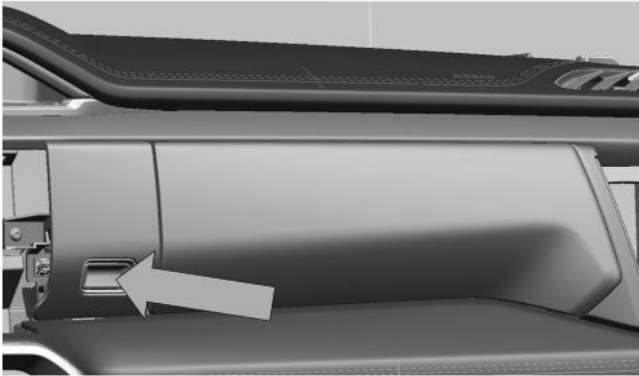
Bulletin No.: 23-NA-097

Date: April, 2025

TECHNICAL

Subject: Upper Glove Box Door does not Open when Button is Depressed or Takes Multiple Presses to Open

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission :
		from	to	from	to		
Chevrolet	Silverado 1500	2023	2024	—	—	All	All
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	2022				
	Silverado 2500HD/3500HD	2024	2024				
GMC	Sierra 1500	2023	2024				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	2022				
	Sierra 2500HD/3500HD	2024	2024				

Involved Region or Country	North America, Middle East, Israel
Condition	Some customers may comment that it takes multiple tries to open the upper glove box and/or the customer must hit the upper glove box door or push the button several times for the mechanism to engage.
Cause	 The cause of the condition may be that the latch pawl is too long and not releasing the door, causing the door to remain closed. 6361432
Correction	If the door will not open, you will need to file/sand down the latch pawl following the Service Procedure outlined below.

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.



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1. Sand down the tip of the latch pawl (callout #1) about 0.2 mm.
2. Check the upper glove box after the latch pawl has been sanded to see if the glove box door works as intended. Otherwise, proceed with sanding off the surface a little more.
3. If the upper glove box works as intended, the work is complete.

Important: The glove box does not need to be removed for this procedure. The box is shown out of vehicle for illustration only.

Parts Information

No parts are required for this repair.

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
1086708*	Sand Down Latch Pawl	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released May 31, 2023 Revised April 23, 2025 – Added 2024 Silverado 1500 and Sierra 1500.