

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5766
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 21, 2021

Subject: N212329851 - Customer Satisfaction Program
Auxiliary Control Box Labels

Models: 2021 Chevrolet Silverado 4500 HD/5500HD/6500HD
Equipped with Provisions – Electrical Switch Bank (SEO) (RPO UEH)

To: Select General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N212329851 today. The total number of U.S. vehicles involved is approximately 26. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in May.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 22, 2021 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N212329851 Auxiliary Control Box Labels



Release Date: April 2021

Revision: 00

Attention: ONLY Chevrolet Medium Duty dealers can complete this recall repair.

This program is in effect until May 31, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500HD/5500HD/6500HD	2021	2021	UEH	Provisions – Electrical Switch Bank (SEO)

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	Certain 2021 model year Chevrolet Silverado 4500 HD / 55500 HD / 6500 HD vehicles, equipped with an auxiliary switchbank and control box (RPO UEH), may have a condition where the labels on the auxiliary control box need to be updated.
Correction	Dealers are to apply the updated labels.

Parts

Quantity	Part Name	Part No.
1	Label Set	WPC870*

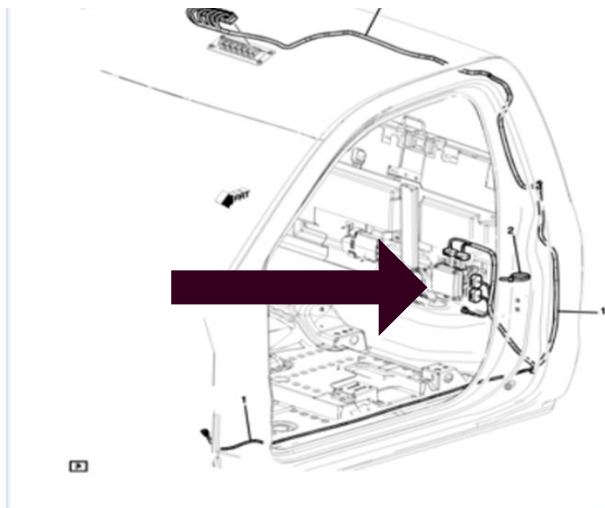
*The Label Set can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on Global Connect<Service Department<Service Forms Application<General Information tab<TSP Dealer Request Form. Instructions for submitting are on the form. Request WPC870.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105695	Install Fuse Block Labels (Crew Cab Vehicles) Add: For Regular Cab Vehicles	0.3 0.3	ZFAT	N/A

Service Procedure

This procedure adds revised fuse requirement labels for the fuse block and fuse block cover.

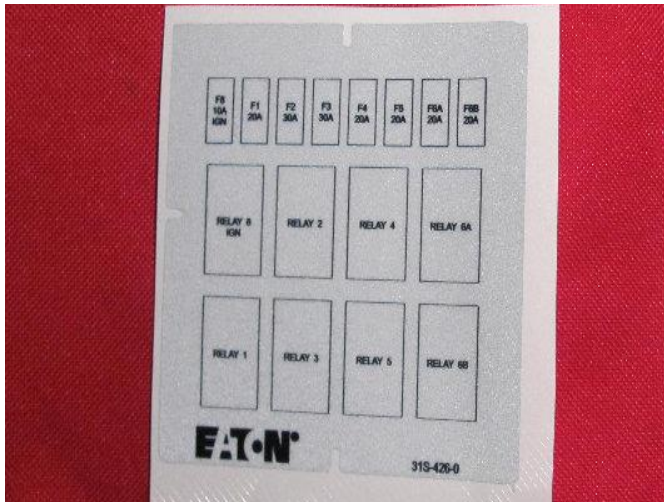


5753961

- Access the auxiliary power distribution block located on the inside back panel of the vehicle cab.
 - For crew cab vehicles, lift the left rear seat lower cushion to access the auxiliary power distribution block.
 - For standard cab vehicles, remove the back-body panel carpet. Refer to *Front Seat Back Body Panel Carpet Replacement* in SI.
- Open the auxiliary power distribution block cover.
- Clean the inside surface of the fuse block cover with isopropyl alcohol.

Customer Satisfaction Program

N212329851 Auxiliary Control Box Labels

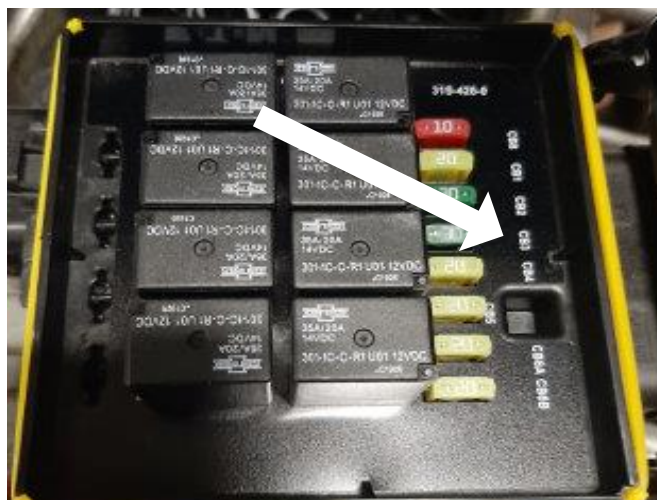


5774685



5774684

4. Install the fuse block cover label as shown. Carefully separate the label from the backing paper, do not touch the adhesive.

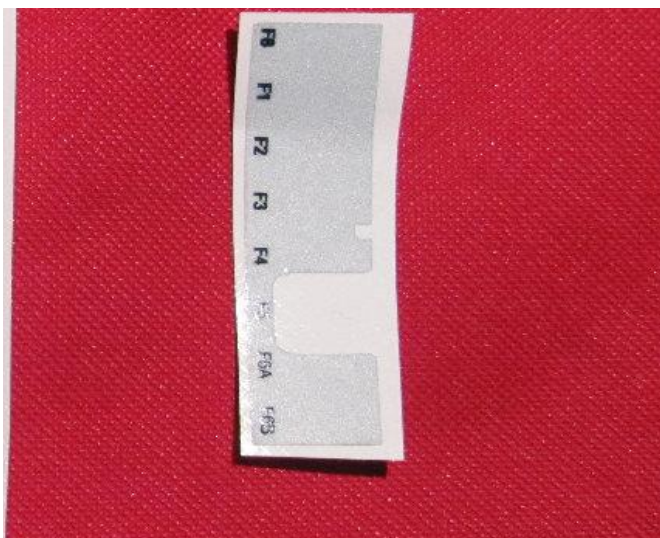


5774688

5. Clean the area of the fuse block that shows the CB values with isopropyl alcohol.

Customer Satisfaction Program

N212329851 Auxiliary Control Box Labels



5774686



5774694

6. Install the fuse block label over the existing CB information. Carefully separate the label from the backing paper, do not touch the adhesive.
7. Close and latch the auxiliary power distribution block cover.
8. If necessary, reinstall the back-body panel carpet. Refer to *Front Seat Back Body Panel Carpet Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP 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 May 31, 2023. 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.

Customer Satisfaction Program

N212329851 Auxiliary Control Box Labels



In summary, through May 31, 2023, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

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.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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**

Customer Satisfaction Program

N212329851 Auxiliary Control Box Labels



May 2021

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

Dear General Motors Customer:

We have learned that your 2021 model year Chevrolet Silverado 4500 HD / 5500HD / 6500HD may have a condition where the labels on the auxiliary control box need to be updated.

Your satisfaction with your Silverado 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 install the updated labels. This service will be performed for you at **no charge until May 31, 2023**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your 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.

Division	Number	Text Telephones (TTY)
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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 Chevrolet Silverado provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N212329851