



# Service Bulletin

Bulletin No.: 23-NA-112

Date: March, 2024

## TECHNICAL

**Subject:** Inadvertent/Unwanted Tail Gate Opening (U.S. and Mexico Only)

Brand:	Model:	Model Year:		Vehicle Build Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 Models (including All 2022 models)	2020	2023	SOP	Silao Breakpoint Date: June 21, 2023 Oshawa Breakpoint Date: August 28, 2023 Fort Wayne Breakpoint Date: June 7, 2023 Flint Breakpoint Date: July 17, 2023	-	-
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500 Models (including All 2022 models)	2020	2023				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						

<b>Involved Region or Country</b>	United States, Mexico
<b>Condition</b>	Some customers may comment on inadvertent / unwanted tail gate opening.
<b>Cause</b>	The cause of the condition may be water intrusion into tailgate switch.
<b>Correction</b>	Replace switch with updated parts.

## 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.

If you encounter a vehicle with the above concern, complete the following:

1. Replace the liftgate exterior release switch, refer to *Liftgate Exterior Release Switch Replacement* in SI.

## Parts Information

Causal Part	Description	Part Number	Qty
X	SWITCH ASM-L/ GATE EXTR REL (blue wire touchpad used for multi-pro tailgate)	85626238	1
X	SWITCH ASM-L/ GATE EXTR REL (yellow wire touchpad used for main tailgate)	85626239	1

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2064830	Liftgate Exterior Release Switch Replacement	Use Published Labor Operation Time

Version	2
Modified	Released June 29, 2023 Revised November 02, 2023 – Added Breakpoints and Updated Labor Operation. Revised February 26, 2024 – Removed HD Models and Canada from 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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY  
TECHNICIAN  
CERTIFICATION