

GENERAL MOTORS  
DCS 7514  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 4, 2026

Subject: N252528480 - Customer Satisfaction Program  
EV Energy Transfer Owner Manual Insert

Models: 2024 Chevrolet Silverado EV  
2024 GMC Sierra EV

General Motors is releasing Customer Satisfaction Program N252528480 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 or in-transit 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.

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. 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.

END OF MESSAGE

# Customer Satisfaction Program

## N252528480 EV Energy Transfer Owner Manual Insert



Release Date: June 2026

Revision: 00

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Attention:</b> | For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the <u>applicable</u> technical training required to perform this repair.<br><br><b>Investigate Vehicle History (IVH) in the GM Global Warranty Management system MUST always be checked to confirm vehicle involvement and MUST be in OPEN status prior to beginning any required inspections and/or repairs. DO NOT use Service Information with VIN search, as it will not verify the VIN eligibility for field actions.</b><br><br><b>This program is in effect until June 30, 2028.</b> |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| Make      | Model        | Model Year |      |
|-----------|--------------|------------|------|
|           |              | From       | To   |
| Chevrolet | Silverado EV | 2024       | 2024 |
| GMC       | Sierra EV    |            |      |

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|                   |                                                                                                                                                      |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Condition</b>  | Certain vehicles listed above may be missing important information regarding the proper use of EV energy offboarding from the vehicle to a building. |
| <b>Correction</b> | Vehicle owners will be mailed an insert to include in their Owner Manual. For vehicles in dealer inventory, dealers will install the insert.         |

### Parts

No parts are required.

### Warranty Information

| Labor Operation | Description                           | Labor Time | Trans. Type | Net Item |
|-----------------|---------------------------------------|------------|-------------|----------|
| 9108474         | Print and Install Owner Manual Insert | 0.1        | ZFAT        | N/A      |

### Service Procedure

1. Print the appropriate language Owner Manual inserts for your service area.
2. Locate the Owner Manual.
3. Place the inserts in the Owner Manual.



English

Insert to the 2024 Chevrolet Silverado EV and GMC Sierra/Sierra Denali EV Owner's Manuals

*This information replaces the information under "Onboard Generator" found in the Instruments and Controls Section of the owner's manual.*

**Onboard Generator**



**Warning**  
Do not connect any vehicle power outlets to a building's electrical system. This can create a back feed to utility lines. This may result in damages not covered by vehicle warranty such as vehicle damage, property damage, fire, electrical shock, or death.



24CHVPUEVINS01\_ENUS



**Warning**  
Do not use a power supply or corded equipment that has been damaged or modified. Damaged or modified products may exhibit unpredictable behavior resulting in fire, explosion, or risk of injury.

**Caution**

Excessive water or moisture can damage the power outlet. Do not aim power washers, water hoses, or high-powered spray nozzles directly at the power outlets.

If equipped and enabled, the vehicle outlets can be used to power compatible devices up to 7.2 kW.

**Locating the Outlets**

The power outlets are located in the cabin, bed, and eTrunk of the vehicle.

**Cabin**



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Bed



eTrunk



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**Warning**

Using a damaged power outlet could result in electrical shock causing personal injury or death. Inspect the power outlet for damage before use and do not use the outlet if it is damaged.

Do not use the system to power a towed item while the vehicle is in motion.

Close all outlet covers when not in use.

**Status Indicators**

The power outlet green indicator light displays the system status:

- A steady green light displays when the power outlet is working and the vehicle is on.
- No green light displays when the power outlet is off and the vehicle is off.

**Fault Mode**



**Warning**

Do not short circuit AC outputs. A short-circuited power supply may cause fire, personal injury, and power supply damage. A power supply will short circuit if a metal object makes a connection between the line and the neutral terminals or between two energized lines of the AC outputs. Do not place a power supply near anything that could cause a short circuit.

The power outlet will turn off if the connected device exceeds the capacity for the outlet or total system. To troubleshoot fault mode, follow the steps below:

1. Unplug the device(s) from the outlet(s).
2. Check the vehicle display for information about the fault.
3. Check the two circuit breakers located near the power outlets in the bed of the vehicle.
4. If these are not tripped, press the red reset button also located near the power outlets in the bed of the vehicle.

If a fault continues to occur, the device may exceed the power outlet power limit, or have excessive current leakage.

**Switching the Outlets On and Off**

**Caution**

Outlets power up during remote start. Do not keep electrical devices plugged in when not in use. This could result in an electrical overload that may cause damage to the system.

The outlets will always be ready for use when the vehicle is on. Using the power outlets while the vehicle is charging can increase charge time.

To enable the power outlets when the vehicle is off, use the settings in the infotainment screen before turning the vehicle off.



#### Troubleshooting

##### Warning

Exceeding the power supply's listed capacity may damage the power supply and/or any connected electrical devices. Corded equipment, including those with high initial draws, may require more power than the supply is capable of providing. Check the external equipment requirements before connecting to the supply to avoid damage or personal injury. Some tools with high initial electrical power draws, such as large or older saws and air compressors, may exceed the system inverter's capability, even if the device is rated less than 20 amps.

The power outlets will be momentarily unavailable at the start and the end of a 350 kW DC Fast Charge. This is normal operation.

Power availability may be limited during extreme hot or cold temperatures to optimize system performance.

If a connected device does not operate, use other devices to test system functionality. If other devices can be powered, the issue may be with the device in question.

For any error messages that can not be resolved by resetting fault mode as discussed earlier in this section, see your dealer.

##### Warning

The power outlets contain high-voltage electrical equipment. Disassembling the power outlets may result in electrical shock causing personal injury or death. Never attempt to disassemble a power outlet.

Canadian French

Annexe au guide du propriétaire des modèles Chevrolet Silverado EV et GMC Sierra/Sierra Denali EV 2024

Ces informations remplacent celles figurant sous la rubrique « Générateur embarqué » dans la section « Instruments et commandes » du guide du propriétaire.

Générateur embarqué

 **Avertissement**

Ne brancher aucune prise électrique du véhicule au système électrique d'un bâtiment. Cela peut créer une rétroaction divergente sur le réseau des services publics. Cela pourrait causer des dommages non couverts par la garantie du véhicule, comme des dommages au véhicule, des dommages matériels, un incendie, une décharge électrique, voire la mort.



24CHVPUEVINS01\_FRCA

 **Avertissement**

Ne pas utiliser d'alimentation ou d'équipement branché qui a été endommagé ou modifié. Les produits endommagés ou modifiés peuvent se comporter de manière imprévisible, provoquant un incendie, une explosion ou un risque de blessure.

**Attention**

Une quantité d'eau ou d'humidité excessive peut endommager la prise de courant. Ne pas diriger un laveur haute pression, un tuyau d'eau ou une buse puissante directement sur les prises de courant.

Si elles sont équipées et activées, les prises du véhicule peuvent être utilisées pour alimenter des appareils compatibles jusqu'à 7,2 kW.

**Emplacement des prises de courant**

Les prises de courant sont situées dans l'habitacle, le plateau et le coffre eTrunk du véhicule.

Habitacle



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Plateau



Coffre eTrunk



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#### Avertissement

L'utilisation d'une prise de courant endommagée peut entraîner une décharge électrique causant des blessures ou la mort. Inspecter la prise de courant pour vérifier qu'elle n'est pas endommagée avant de l'utiliser et ne pas utiliser la prise si elle est endommagée.

Ne pas utiliser le système pour alimenter un élément remorqué lorsque le véhicule est en mouvement.

Fermer tous les couvercles de prise lorsqu'elles ne sont pas utilisées.

#### Témoins d'état

La lampe indicatrice verte de la prise de courant indique l'état du système :

- Une lampe verte fixe s'affiche lorsque la prise de courant fonctionne et que le véhicule est en marche.
- Aucune lampe verte ne s'affiche lorsque la prise de courant est éteinte et que le véhicule est à l'arrêt.

#### Mode défaut



#### Avertissement

Ne pas causer de court-circuit entre les sorties C.A. Une alimentation électrique en court-circuit peut provoquer un incendie, des blessures corporelles et des dégâts à l'alimentation électrique. Une alimentation électrique sera court-circuitée si un objet métallique crée une connexion entre les bornes sous tension et neutre ou entre deux circuits alimentés des sorties C.A. Ne pas placer une alimentation électrique à proximité d'un autre produit qui pourrait causer un court-circuit.

La prise de courant s'éteint si l'appareil connecté dépasse la capacité de la prise ou du système. Pour dépanner le mode défaut, suivre les étapes ci-dessous :

1. Débrancher le(s) appareil(s) de la (des) prise(s).
2. Vérifier l'affichage du véhicule pour obtenir des informations sur le défaut.
3. Vérifier les deux disjoncteurs situés près des prises de courant dans le plateau du véhicule.

4. Si ces disjoncteurs ne sont pas déclenchés, appuyer sur le bouton rouge de réinitialisation également situé près des prises de courant dans le plateau du véhicule.

Si le problème persiste, cela signifie que l'appareil dépasse la limite de puissance de la prise de courant ou qu'il présente une fuite de courant excessive.

#### Mise en marche et arrêt des prises de courant

##### Attention

Les prises de courant pendant un démarrage à distance. Ne pas laisser d'appareils électriques branchés lorsqu'ils ne sont pas utilisés. Cela peut entraîner une surcharge électrique pouvant endommager le système.

Les prises sont toujours prêtes à être utilisées lorsque le véhicule est en marche. L'utilisation des prises de courant pendant que le véhicule est en charge peut augmenter le temps de charge.



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Pour activer les prises de courant lorsque le véhicule est hors tension, utiliser les paramètres de l'écran d'infodivertissement avant de couper le contact.

### Dépannage



#### Avertissement

Le dépassement de la capacité indiquée de l'alimentation électrique peut endommager ce dernier ou tout appareil électrique connecté. L'équipement branché, y compris ceux avec appel de courant initial élevé, peut nécessiter plus de puissance que ce que l'alimentation électrique peut fournir. Vérifier les exigences de l'équipement externe avant le branchement à l'alimentation électrique pour éviter les dommages et les blessures. Certains outils dont l'appel de courant initial est élevé, comme les grandes scies ou celles moins récentes ainsi que les compresseurs d'air peuvent dépasser la capacité de l'onduleur du système, même si la consommation nominale de l'appareil est inférieure à 20 ampères.

Les prises de courant seront momentanément indisponibles au début et à la fin d'une charge rapide de 350 kW CC. Ceci est un fonctionnement normal.

Pour optimiser le rendement du système, la disponibilité de la puissance peut être limitée lorsque la température est extrêmement chaude ou froide.

Si un appareil connecté ne fonctionne pas, utiliser d'autres appareils pour tester la fonctionnalité du système. Si d'autres appareils peuvent être alimentés, le problème se situe peut-être au niveau de l'appareil concerné.

Pour tout message d'erreur qui ne peut être résolu par la réinitialisation du mode d'erreur comme indiqué précédemment dans cette section, consulter le concessionnaire.



#### Avertissement

Les prises de courant contiennent des équipements électriques à haute tension. Le démontage des prises de courant peut entraîner une décharge électrique causant des blessures ou la mort. Ne jamais démonter une prise de courant.

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### 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 the end date as noted in the Attention box. 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.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through the end date as noted in the Attention box, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

# Customer Satisfaction Program

## N252528480 EV Energy Transfer Owner Manual Insert



### Dealer Reports – For USA

For dealers with involved vehicles, a listing has been prepared and will be available through GM Global Connect Maxis Field Action Reports or GWM Field Action Batch Search Report. 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 sample 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.

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

## N252528480 EV Energy Transfer Owner Manual Insert



This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that the Owner Manual in your GM vehicle may be missing important information regarding the proper use of EV energy offboarding, where the vehicle may be used to power a building's electrical system.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What You Should Do:** Included with this letter is a supplemental Owner Manual insert. Please keep this insert with your vehicle's Owner Manual.

If you lose this insert or have questions, please reach out to your preferred dealer using the QR code below. Your dealer can also print and place this insert in your owner's manual. This service will be performed for you at **no charge until June 30, 2028**.

For more information about your vehicle, or if you have questions or concerns that your dealer is unable to resolve, please visit [gm.com/service](https://gm.com/service). You can also use your preferred voice assistant (for example, "Please go to GM.com"), or call the Buick, Chevrolet or GMC Customer Assistance Center at 1-866-467-9700. For Cadillac, please call 1-800-333-4223.

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.

We truly appreciate you taking the time to review this update 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

Scan here to  
locate a dealer.



Enclosure  
N252528480