



Service Bulletin

INFORMATION

Subject: Accessory Power Outlet and Trailer Lighting Fuse Replacement Labor Operation N1720 Fuse Replacement

Models: 2010-2014 GM Passenger Cars and Trucks

This bulletin is being revised to add the 2014 model year. Please discard Corporate Bulletin Number 12-08-132-001 (Section 08 – Body and Accessories).

Accessory Power Outlets (APO) and Trailer lighting are the most commonly accessed electrical systems that can be affected by devices that are plugged in by the customer.

If a vehicle is presented with one of these systems inoperative due to an open fuse, and no problem can be identified with the vehicle, it is reasonable that something the customer plugged into the (APO) or Trailer connector may have caused the fuse to go open.

For vehicles covered by the new vehicle warranty, when no defect in material or workmanship can be identified, and the dealership still wants to cover the fuse replace under warranty, this type of claim must be marked as "Customer Enthusiasm."

Identifying these types of repairs as customer enthusiasm helps focus engineering resources on product issues they can address.

Please refer to the latest version of Corporate Bulletin Number 11-00-89-005 for complete instructions on how to submit a Customer Enthusiasm warranty claim.

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.



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