



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 17, 2020

Ms. Regina Carto  
Executive Director - Global Safety Field Investigations & Regulatory  
General Motors LLC  
GM Global Tech Center  
29247 Louis Chevrolet Rd, Floor 2  
Warren, MI 48093

NEF-150DM  
20V-142

**Subject:** Hood May Open Unexpectedly

Dear Ms. Carto:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/SILVERADO 2500/2020  
CHEVROLET/SILVERADO 3500/2020  
GMC/SIERRA 2500/2020  
GMC/SIERRA 3500/2020

**Mfr's Report Date:** March 12, 2020

**NHTSA Campaign Number:** 20V-142

**Components:**

LATCHES/LOCKS/LINKAGES:HOOD:LATCH

**Potential Number of Units Affected:** 1,909

**Problem Description:**

General Motors LLC (GM) is recalling certain 2020 Chevrolet Silverado 2500 and 3500 and GMC Sierra 2500 and 3500 vehicles. The hood-latch striker wires may not have been heat-treated properly, possibly causing them to fracture.

**Consequence:**

If a striker wire fractures, the hood may open unexpectedly while driving, increasing the risk of a crash.

**Remedy:**

GM will notify owners, and dealers will replace the hood assembly, free of charge. The recall is expected to begin April 26, 2020. Owners may contact Chevrolet customer service at 1-800-222-1020 or GMC customer service at 1-888-988-7267. GM's number for this recall is N192284960.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received GM's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

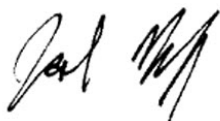
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement