

# Part 573 Safety Recall Report

# 20V-324

**Manufacturer Name :** General Motors LLC**Submission Date :** JUN 17, 2020**NHTSA Recall No. :** 20V-324**Manufacturer Recall No. :** N202306490**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 586-596-1733

**Population :**

Number of potentially involved : 374

Estimated percentage with defect : 80 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Chevrolet Silverado 2500/3500

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** GM shipping and receiving records identified hoods produced during the supplier's suspect period that may have been included in GM's replacement stock. Hoods produced outside of that window have striker wires that were heat treated to meet GM's specifications.

Dealer sales and service data indicates that

231 Chevrolet Silverado 2500/3500 vehicles may have had suspect replacement hoods installed in a service procedure.

An additional 51 suspect Chevrolet Silverado 2500/3500 hoods may have been sold over-the-counter by dealers.

Production Dates : JAN 28, 2019 - JAN 08, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2020 GMC Sierra 2500/3500

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** GM shipping and receiving records identified hoods produced during the supplier's suspect period that may have been included in GM's replacement stock. Hoods produced outside of that window have striker wires that were heat treated to meet GM's specifications.

Dealer sales and service data indicates that

73 GMC Sierra vehicles may have had suspect replacement hoods installed in a service procedure.

An additional 19 suspect GMC Sierra 2500/3500 hoods may have been sold over-the-counter by dealers.

Production Dates : JAN 18, 2019 - OCT 31, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

**Description of the Defect :** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles. These vehicles may have been serviced with a replacement hood assembly containing a hood-latch striker wire that may not have been properly heat treated by the supplier. If not properly heat treated, the striker wire may not meet GM's hardness specifications and could, over time, fatigue and fracture.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If a striker wire fractures, the hood may open unexpectedly while driving, increasing the risk of a crash.

**Description of the Cause :** GM initiated a prior safety recall related to this condition in March 2020 (NHTSA Recall No. 20V142). The striker wires in hood assemblies used to service and remedy these vehicles may not have been properly heat treated by the supplier, producing a harder, more brittle wire that can fatigue and fracture over time.

**Identification of Any Warning that can Occur :** If partially fractured, the striker wire may audibly rattle.

## Involved Components :

Component Name 1 : HOOD ASM

Component Description : Hood Assembly

Component Part Number : 84719023, 84719024

## Supplier Identification :

### Component Manufacturer

Name : Motor City Stamping

Address : 47783 N. Gratiot Ave.

Chesterfield MICHIGAN 48051

Country : United States

## Chronology :

GM initiated a prior recall related to this condition in March 2020 (NHTSA Recall No. 20V142) after GM's hood striker-assembly supplier informed GM that it used an alternate supplier to heat treat two batches of striker wires in January 2019, and that the supplier failed to properly heat treat these wires. At the time the recall was initiated, GM believed only hoods used to equip production vehicles were affected. GM opened the subject investigation on May 19, 2020 after discovering some of these hoods had also been sent to GM's service warehouses and may not have been removed from stock.

GM's investigator reviewed supplier shipping records and dealer service records, including repair data from Recall No. 20V142. The investigator determined that these hoods may have been installed on some vehicles as part of the recall remedy or in another service procedure. The investigator also reviewed dealer sales records and discovered a small number of the affected hoods could have been sold directly in over-the-counter transactions.

GM is not aware of any field claims alleging that a striker wire fractured in the subject vehicles. On May 28, 2020, GM's Safety and Field Action Decision Authority decided to conduct a safety recall.

GM initially filed a Part 573 Defect Information Report for this recall on June 4, 2020. After further investigation, GM determined some of vehicles originally included in the population were serviced with hood assemblies with striker wires produced outside the supplier's suspect window. Those VINs were identified and removed from the recall population on June 15, 2020.

## Description of Remedy :

Description of Remedy Program :	Dealers will replace the hood assembly. For hoods sold over the counter, dealers will contact customers with instructions for hood replacement. Pursuant to 49 C.F.R. § 573.13(d)(1), all covered vehicles are under warranty, so reimbursement is not offered.
How Remedy Component Differs from Recalled Component :	Replacement hoods contain striker wires produced outside of the supplier's suspect window and have been heat treated to meet GM's specifications.
Identify How/When Recall Condition was Corrected in Production :	GM addressed this issue for production vehicles as part of the actions taken in connection with Recall No. 20V142. Vehicles produced after June 11, 2019 have hood strikers produced outside of the supplier's suspect window. All suspect hoods have now been removed from GM's replacement stock.

## Recall Schedule :

Description of Recall Schedule :	Dealers will be notified on June 4, 2020. Customer notification is estimated to begin on July 20, 2020.
Planned Dealer Notification Date :	JUN 04, 2020 - JUN 04, 2020
Planned Owner Notification Date :	JUL 20, 2020 - JUL 20, 2020

\* NR - Not Reported