

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5358
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 12, 2020

Subject: Stop Delivery Order for Upcoming Safety Recall N192284960
Hood Striker Fracture

Models: 2020 Chevrolet Silverado 2500/3500
2020 GMC Sierra 2500/3500

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2020 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N192284960.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

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. The hood-latch striker wires in these vehicles 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. If partially fractured, the striker wire may audibly rattle. If a striker wire fractures, the hood may open unexpectedly while driving, increasing the risk of a crash.

To correct this condition, dealers will replace the hood assembly.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on March 13, 2020 or sooner. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved

vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE
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