

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5362
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 20, 2020

Subject: N192284960 – Safety Recall
Hood Striker Fracture

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

To: All General Motors Dealers

General Motors is releasing Safety Recall N102284960 today. The total number of U.S. vehicles involved is approximately 1,908. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery March 12, 2020. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 20, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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