

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5590
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 30, 2020

Subject: N202314870 - Safety Recall
Drive Shaft Weld Separation

Models: 2019 – 2020 Chevrolet Silverado 1500
2020 Chevrolet Silverado 2500
2019 – 2020 GMC Sierra 1500

To: All General Motors Dealers

General Motors is releasing Safety Recall N202314870 today. The total number of U.S. vehicles involved is approximately 42. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery October 22, 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.

Working Capital Assistance Program (WCAP) Eligibility

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-7345 for additional information.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 1, 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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