

# Product Safety Recall

## N192284960 Hood Striker Fracture



**Release Date:** March 2020

**Revision:** 00

**Attention:** 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 under a sale or lease until the defect or noncompliance is remedied.

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

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Important: As a reminder please follow the Service Policies and Procedures Manual Section: 7.2 - Disposition of Defective Material. After the retention period these parts must be scrapped/destroyed locally so they can never enter commerce. Always follow applicable local, state, and federal law when disposing used parts.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500/3500	2020	2020		
GMC	Sierra 2500/3500	2020	2020		

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	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.
<b>Correction</b>	Dealers will replace the hood assembly.

### Parts

Quantity	Part Name	Part No.
1	Hood Assembly	84719023
1	Hood Assembly	84719024
8	Retainer - Intake Air Duct	11570015

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which hood assembly to order.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104670	Replace Hood (Includes Refinish/Clear Coat and Mix and Clean) ADD: Tint Coat/Tri-Coat Paint	3.7 0.4	ZFAT	*

\* Paint Material Allowance \$160.12 (US), \$206.55 (CA). ADD condition Paint and Material Allowance \$33.26 (US), \$42.91 (CA).

### Service Procedure

Replace the hood assembly. Refer to *Hood Replacement* in SI.

**Important: As a reminder please follow the Service Policies and Procedures Manual Section: 7.2 - Disposition of Defective Material. After the retention period these parts must be scrapped/destroyed locally so they can never enter commerce. Always follow applicable local, state, and federal law when disposing used parts.**

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### Dealer Responsibility – For USA (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**