

## **Frequently Asked Questions (FAQs) for Safety Recall N192284960 Hood Striker Fracture**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

**Q1) Which vehicles are involved?**

A1) Certain 2020 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles.

**Q2) What is the issue or condition?**

A2) 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

A3) If partially fractured, the striker wire may audibly rattle.

**Q4) What is the remedy/repair?**

A4) Dealers will replace the hood assembly.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

A5) If a striker wire fractures, the hood may open unexpectedly while driving, increasing the risk of a crash.

**Q6) Does the customer have to pay for this remedy/repair?**

A6) No, this repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

A7) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

A8) If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.