

Reference Number: GCUS-3-3104

N232429911 - Safety Recall - Door Striker May Fracture

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6752

URGENT - DISTRIBUTE IMMEDIATELY

Date: December 21, 2023

Subject: N232429911 - Safety Recall

Door Striker May Fracture

Models: 2024 Chevrolet Blazer

2024 Chevrolet Blazer EV

2024 Chevrolet Equinox

2024 GMC Terrain

To: All General Motors Dealers

As previously communicated on December 1, 2023, via GlobalConnect Message GCUS-3-3082, certain 2024 model year Chevrolet Blazer, Blazer EV, Equinox, and GMC Terrain vehicles in new or used vehicle inventory were placed on stop delivery. This communication is to inform dealers that the VINs previously included in Stop Delivery N232429910 have been moved to new Safety Recall N232429911.

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 2024 model year Chevrolet Blazer, Blazer EV, Equinox, and GMC Terrain vehicles. The door strikers in these vehicles were not properly heat-treated to meet GM hardness specifications, making them susceptible to fracture. If a door striker fractures during a crash or while the vehicle is moving, the door may open unexpectedly, increasing the risk of injury.

Parts required to complete this recall are NOT to be obtained from General Motors Customer Care and Aftersales (GMCC&A). The Door Striker and Door Striker Bolts can be obtained from the Warranty Parts Center (WPC) using the TSP Dealer Request Form located on Global Connect.

Frequently Asked Questions Document (FAQs)

Attached to this message you will find a document that addresses the 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 January 2024.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 21, 2023. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

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