



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 5, 2024

Ms. Sabrina Groshek  
Executive Director, Global Systems & Product Investigation  
General Motors, LLC  
General Motors Company  
29427 Louis Chevrolet Road  
Warren, MI 48093-2350

NEF-107DM  
24V-060

**Subject:** Tailgate May Open While Driving

Dear Ms. Groshek:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHEVROLET/SILVERADO 2500/2020-2024  
CHEVROLET/SILVERADO 3500/2020-2024  
GMC/SIERRA 2500/2020-2024  
GMC/SIERRA 3500/2020-2024

**Mfr's Report Date:** February 1, 2024

**NHTSA Campaign Number:** 24V-060

**Components:**

LATCHES/LOCKS/LINKAGES:TAILGATE:LATCH

**Potential Number of Units Affected:** 323,232

**Problem Description:**

General Motors, LLC (GM) is recalling certain 2020-2024 Chevrolet Silverado 2500, 3500, GMC Sierra 2500 and 3500 vehicles equipped with power-unlatching tailgates. The tailgate's electronic gate-release switch may short circuit due to water intrusion, which can result in the tailgate inadvertently unlatching while the vehicle is in park.

**Consequence:**

An unlatched tailgate may open while driving and result in a loss of unsecured cargo, creating a road hazard and increasing the risk of a crash.

**Remedy:**

Owners are advised to check that the tailgate is closed and latched before driving. Dealers will replace the exterior touchpad switch assemblies, free of charge. Owner notification letters are expected to be mailed March 18, 2024. Owners may contact Chevrolet customer service at 1-800-222-1020 or GMC customer service at 1-800-462-8782. GM's number for this recall is N232426400.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement