

Part 573 Safety Recall Report

24V-060

Manufacturer Name : General Motors, LLC

Submission Date : MAR 14, 2024

NHTSA Recall No. : 24V-060

Manufacturer Recall No. : N232426400



Manufacturer Information :

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road
MAIL CODE 480-210-2V WARREN MI
48093

Company phone : 586-596-1733

Population :

Number of potentially involved : 570,434

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2020-2024 GMC Sierra 2500/3500

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to determine the affected population.

Only 2500/3500 (HD) series vehicles that are equipped with the manual gate with power lock and release (RPO QT5) are affected by this recall. HD series vehicles with other tailgate configurations are not affected by this recall.

There are 259,066 GMC Sierra 2500/3500 (HD) vehicles affected by this recall.

Production Dates : SEP 01, 2020 - AUG 01, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2020-2024 Chevrolet Silverado 2500/3500

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to determine the affected population.

Only 2500/3500 (HD) series vehicles that are equipped with the manual gate with power lock and release (RPO QT5) are affected by this recall. HD series vehicles with other tailgate configurations are not affected by this recall.

There are 311,368 Chevrolet Silverado 2500/3500 (HD) vehicles affected by this recall.

Production Dates : SEP 01, 2020 - AUG 01, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect :	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 - 2024 model year Chevrolet Silverado Heavy Duty (2500/3500 series) and GMC Sierra Heavy Duty (2500/3500 series) vehicles equipped with power-unlatching tailgates. Under certain conditions water may intrude into these vehicles' tailgates and come into contact with the electronic gate-release switch, potentially causing a short circuit. The gate may inadvertently unlatch while the vehicle is in Park.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	If the driver does not manually close the gate before beginning a drive, cargo in the bed of the truck may exit the vehicle and become a road hazard, increasing the risk of a crash. Until the recall is completed, owners should check that the tailgate closed and latched before driving.
Description of the Cause :	Under certain circumstances the tailgate design permits water to intrude into the gate, which in combination with an unsealed switch can result in a short circuit.
Identification of Any Warning that can Occur :	Customers may notice the tailgate has inadvertently opened.

Involved Components :

Component Name 1 :	SWITCH ASM-L/GATE EXTR REL
Component Description :	Liftgate/Tailgate Assembly Release Switch
Component Part Number :	85521471, 85521472, 84758464, 84758465

Supplier Identification :

Component Manufacturer	
Name :	LS Automotive Tech
Address :	5700 Crooks Rd, Suite 101 Troy Michigan 48098
Country :	United States

Chronology :

GM opened a product investigation into this issue on November 21, 2023 after receiving complaints of unwanted tailgate opening with respect to vehicles incorporating the same unsealed tailgate-release switch. GM’s analysis and testing determined that the tailgate design in the subject vehicles was susceptible to water intrusion in the location of the switch. GM’s analysis of potentially-related field incidents, completed on January 5, 2024, identified 136 complaints that alleged an unwanted tailgate opening “while driving.” However, the control logic in the body control module (BCM) would prevent release of the tailgate latch when the vehicle is in gear, even if the BCM receives a release signal from the exterior touchpad switch. Accordingly, these complaints are likely attributable to the tailgate releasing while in Park before beginning a drive. The complaints were received by GM between September 1, 2020 and August 1, 2023. Among the complaints were one allegation of minor injury and three complaints of minor property damage.

On January 25, 2024, GM’s Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.

Description of Remedy :

Description of Remedy Program :	Dealers will replace the exterior touchpad switch assemblies. Until replacement parts are available, vehicles in inventory at dealerships and owners who wish to do so may have the touchpad switch disabled. When replacement parts are available, disabled touchpad switch assemblies will be replaced through a separate customer satisfaction campaign. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 12, 2023.
How Remedy Component Differs from Recalled Component :	Replacement parts use a new material that improves resistance to water intrusion.
Identify How/When Recall Condition was Corrected in Production :	Improvements to the top housing material of the switch were fully implemented in GM plants by August 1, 2023.

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified on February 1, 2024. Owner interim notification is estimated to begin on March 18, 2024. Owner notification of an available remedy is estimated to begin April 1, 2024 and complete April 30, 2024.
Planned Dealer Notification Date :	FEB 01, 2024 - FEB 01, 2024
Planned Owner Notification Date :	APR 01, 2024 - APR 30, 2024

* NR - Not Reported