

# Part 573 Safety Recall Report

# 24V-894

**Manufacturer Name :** General Motors, LLC**Submission Date :** NOV 26, 2024**NHTSA Recall No. :** 24V-894**Manufacturer Recall No. :** N242469160**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road  
480-210-2V Warren MI 48093

Company phone : 586-596-1733

**Population :**

Number of potentially involved : 132,037

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 Chevrolet Silverado HD (2500/3500)

Vehicle Type :

Body Style :

Power Train : NR

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

Only heavy duty (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 66,669 Chevrolet Silverado 2500/3500 (HD) vehicles affected by this recall.

Production Dates : AUG 01, 2023 - MAR 08, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2024-2024 GMC Sierra HD (2500/3500)

Vehicle Type :

Body Style :

Power Train : NR

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

Only 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 65,368 GMC Sierra 2500/3500 (HD) vehicles affected by this recall.

Production Dates : AUG 01, 2023 - MAR 08, 2024

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 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. This is an expansion of NHTSA Recall 24V-060.

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 :**

This issue was submitted to GM's Speak Up For Safety (SUFS) program on July 16, 2024, following notification

of a complaint involving a 2024 Sierra HD 3500 tailgate that unexpectedly fell open and contacted a trailer. The subject vehicle was built after the suspect production window identified for previous NHTSA recall 24V060. GM opened a product investigation on August 20, 2024.

GM's investigation identified an elevated field claim rate in a population of the subject vehicles built between August 1, 2023 and March 8, 2024, which is when GM made a production change to the touchpad switch assembly sealing process. With respect to vehicles built in this production range, GM is aware of 237 field complaints that alleged an unwanted tailgate opening "while driving." These complaints are likely attributable to the tailgate releasing while in Park before beginning a drive, as 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. These complaints were received by GM between September 22, 2023 and September 3, 2024. GM is not aware of any alleged crashes or injuries associated with this condition in the vehicles produced in this production period.

On November 21, 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. 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 : Switches with wires sealed in butyl tape were fully implemented in GM assembly plants by March 8, 2024.

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified on November 26, 2024. Owner notification is estimated to begin on January 13, 2025.

Planned Dealer Notification Date : NOV 26, 2024 - NOV 26, 2024

Planned Owner Notification Date : JAN 13, 2025 - JAN 13, 2025

\* NR - Not Reported