Reference Number: GCUS-3-3154

N232426400 - Safety Recall - Tailgate May Open Unexpectedly - Disable Repair Proc and Pop Expand

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6799

URGENT - DISTRIBUTE IMMEDIATELY

Date: February 22, 2024

Subject: N232426400 - Safety Recall

Tailgate May Open Unexpectedly

Disable Repair Procedure and Population Expansion

Models: 2020-2024 Chevrolet Silverado Heavy Duty (2500/3500 series)

2020-2024 GMC Sierra Heavy Duty (2500/3500 series)

To: All General Motors Dealers

General Motors is releasing Safety Recall N232426400 today. The total number of U.S. vehicles involved is approximately 800,000. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery February 1, 2024. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. When replacement parts are available, disabled touchpad switch assemblies will be replaced through a separate customer satisfaction campaign.

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.

Working Capital Assistance Program (WCAP) Eligibility
Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-14456 for additional information.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen has been updated. Please verify a VIN's involvement by checking in IVH. IVH is the best source for individual VIN inquiries. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

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