

Reference Number: GCUS-3-3146

Updated Communication for Stop Delivery Order for Safety Recall N232426400 - Tailgate May Open Unexp

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6794

URGENT - DISTRIBUTE IMMEDIATELY

Date: February 16, 2024

Subject: Updated Communication for Stop Delivery Order for Safety Recall N232426400

Tailgate May Open Unexpectedly

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

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

Equipped with GATE FUNCTION-MANUAL ASSIST POWER RELEASE (RPO QT5)

To: All General Motors Dealers

This is an updated communication for the N232426400 Stop Delivery message that was sent out on February 1, 2024, via GM GlobalConnect Message GCUS-3-3130 on certain 2020 - 2024 model year Chevrolet Silverado Heavy Duty (2500/3500 series) and GMC Sierra Heavy Duty (2500/3500 series) vehicles in new or used vehicle inventory.

This is to inform Dealers that GM is working on a potential repair (which would not allow the condition to occur). We will be sending an updated communication with further details later this month.

Until that time, it is still 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. The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "02/01/2024" under Release Date and "Incomplete – Remedy Not Available" under Status.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

Checking the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system is the best method for dealers to determine which vehicles are involved so they can properly respond to customer inquiries.

END OF MESSAGE

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