



# IMPORTANT SAFETY RECALL

May 2024

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

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. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM recall N232426400.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- Until the recall is completed, owners should check that the tailgate closed and latched before driving.

### Why is your vehicle being recalled?

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. 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.

### What will we do?

Your GM dealer will replace the exterior touchpad switch assemblies. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

### Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 24V060.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto  
Vice President  
Global Product Safety and Systems

Enclosure  
GM Recall: N232426400