

Safety Recall

N232426400 Tailgate May Open Unexpectedly



Release Date: April 2024

Revision: 03

Revision Description: This bulletin has been revised to update the service procedure. Please discard all previous copies of bulletin N232426400.

Attention: Please note: The 2020-2023 model year Chevrolet Silverado 1500 and GMC Sierra 1500 VINs are for Canada only. These VINs are equipped with RPO Z49 (Canadian Base Equipment).

It is 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 under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery February 1, 2024. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

The vehicles that had the liftgate exterior release switch assembly disabled in this Safety Recall have been moved to Customer Satisfaction Program N232426401, to have the disabled liftgate exterior release switch assembly replaced.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500 HD/3500 HD	2020	2024		
GMC	Sierra 2500 HD/3500 HD	2020	2024		
Chevrolet	Silverado 1500 (Canada only)	2020	2023		
GMC	Sierra 1500 (Canada only)	2020	2023		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	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. 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.
Correction	Dealers will replace the exterior touchpad switch assemblies.

Parts

Quantity	Part Name	Part No.
1	Liftgate Exterior Release Switch Assembly	85734717

Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107323	Liftgate Exterior Release Switch Replacement Standard Tailgate Multipro Tailgate	0.3 0.4	ZFAT	N/A
9107259	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9107260	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9107261	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	***
9107262	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	****

Note: To avoid having to “H” route the customer reimbursement / floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

* For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

** Submit \$10.00 USD administrative allowance in Net/Admin Allowance.

Floor Plan Reimbursement – NEW INVENTORY ONLY

*** **USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (February 1, 2024) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 87 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2020 Chevrolet Silverado 2500 HD/3500 HD	\$17.88	N/A
2021 Chevrolet Silverado 2500 HD/3500 HD	\$19.19	N/A
2022 Chevrolet Silverado 2500 HD/3500 HD	\$20.22	\$15.26
2023 Chevrolet Silverado 2500 HD/3500 HD	\$20.83	\$13.52
2024 Chevrolet Silverado 2500 HD/3500 HD	\$22.04	\$19.14
2020 GMC Sierra 2500 HD/3500 HD	\$19.68	N/A
2021 GMC Sierra 2500 HD/3500 HD	\$22.92	N/A
2022 GMC Sierra 2500 HD/3500 HD	\$23.15	\$13.68
2023 GMC Sierra 2500 HD/3500 HD	\$25.07	\$18.37
2024 GMC Sierra 2500 HD/3500 HD	\$26.34	\$18.78
2020 Chevrolet Silverado 1500	N/A	N/A
2021 Chevrolet Silverado 1500	N/A	N/A
2022 Chevrolet Silverado 1500	N/A	\$8.67
2023 Chevrolet Silverado 1500	N/A	\$16.03
2020 GMC Sierra 1500	N/A	N/A
2021 GMC Sierra 1500	N/A	N/A
2022 GMC Sierra 1500	N/A	\$12.97
2023 GMC Sierra 1500	N/A	\$15.79

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800127, provided in the dealer message sent on February 16, 2024, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

**** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of

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days from the date of the stop sale/stop delivery order (February 1, 2024) to the date the inspection or repair closed the recall bulletin (not to exceed 87 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2020 Chevrolet Silverado 2500 HD/3500 HD	\$15.38	\$27.67
2021 Chevrolet Silverado 2500 HD/3500 HD	\$17.12	\$31.04
2022 Chevrolet Silverado 2500 HD/3500 HD	\$18.72	\$34.15
2023 Chevrolet Silverado 2500 HD/3500 HD	\$20.12	\$38.13
2024 Chevrolet Silverado 2500 HD/3500 HD	\$22.28	\$42.60
2020 GMC Sierra 2500 HD/3500 HD	\$16.55	\$28.06
2021 GMC Sierra 2500 HD/3500 HD	\$18.05	\$30.19
2022 GMC Sierra 2500 HD/3500 HD	\$18.48	\$33.21
2023 GMC Sierra 2500 HD/3500 HD	\$19.98	\$35.77
2024 GMC Sierra 2500 HD/3500 HD	\$29.70	\$49.33
2020 Chevrolet Silverado 1500	N/A	\$20.46
2021 Chevrolet Silverado 1500	N/A	\$21.35
2022 Chevrolet Silverado 1500	N/A	\$25.63
2023 Chevrolet Silverado 1500	N/A	\$30.13
2020 GMC Sierra 1500	N/A	\$21.46
2021 GMC Sierra 1500	N/A	\$22.98
2022 GMC Sierra 1500	N/A	\$30.00
2023 GMC Sierra 1500	N/A	\$32.98

Service Procedure

Replace the Liftgate Exterior Release Switch. Refer to *Liftgate Exterior Release Switch Replacement (with EZ3)* or *Liftgate Exterior Release Switch Replacement (without EZ3)* in SI.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is 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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this

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bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



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	

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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