

Safety Recall

N242469160 Tailgate May Open Unexpectedly



Release Date: November 2024

Revision: 00

Attention: 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.

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.

For US dealers only: For dealers with involved vehicles that can be identified by VIN, a listing with the involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to US dealers through GM GlobalConnect Maxis Field Action Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Only use this report to conduct the recall-related notifications specified in this bulletin and required by law.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500 HD/3500 HD	2024	2024	QT5	GATE FUNCTION-MANUAL ASSIST POWER RELEASE
GMC	Sierra 2500 HD/3500 HD				

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 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 (GM Recall N232426400).
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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107708	Liftgate Exterior Release Switch Replacement Standard Tailgate Multipro Tailgate	0.3 0.4	ZFAT	N/A
9107709	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9107710	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to "H" route the customer reimbursement 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.

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Service Procedure

1. 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.



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- Inspect the number shown on the replacement switch.
 - If the indicated number is 1, the part is bad and should be scrapped.
 - If the indicated number is anything other than 1, the part is good and can be installed in the vehicle.

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/repared 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. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

Safety Recall

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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.

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.

