

## Frequently Asked Questions (FAQs) for Safety Recall N232426400 Tailgate May Open Unexpectedly

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety Recall identified above.

**Q1) Which vehicles are involved?**

**A1)** 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.

**Q2) What is the issue or condition?**

**A2)** 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** Customers may notice the tailgate has inadvertently opened.

**Q4) What is the remedy/repair?**

**A4)** Dealers will replace the exterior touchpad switch assemblies. Until replacement parts are available, vehicles in inventory at dealerships and owners who wish to do so may have the touchpad switch disabled. When replacement parts are available, disabled touchpad switch assemblies will be replaced through a separate customer satisfaction campaign.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** 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.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at **no cost** to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** Please see the attached bulletin for details and A4 above.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers. Until the recall is completed, owners should check that the tailgate closed and latched before driving.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

**A9)** Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

**A10)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated

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with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.