

GENERAL MOTORS  
DCS6863  
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 24, 2024

Subject: N232426401 - Customer Satisfaction Program  
Disabled Liftgate Exterior Release Switch Assembly Replacement

Models: 2020-2024 Chevrolet Silverado 2500 HD/3500 HD  
2020-2024 GMC Sierra 2500 HD/3500 HD

General Motors is releasing Customer Satisfaction Program N232426401 today.

This Customer Satisfaction Program is for vehicles that had the liftgate exterior release switch assembly disabled under Safety Recall N232426400 (and/or sold with "Notice to Customer" disclosure form). This is the final repair to restore the function of the disabled liftgate exterior release switch assembly.

**What Should Dealers Do:** Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

END OF MESSAGE

# Customer Satisfaction Program

## N232426401 Disabled Liftgate Exterior Release Switch Assembly Replacement



Release Date: April 2024

Revision: 00

**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).

This Customer Satisfaction Program is for vehicles that had the liftgate exterior release switch assembly disabled under Safety Recall N232426400 (and/or sold with “Notice to Customer” disclosure form). This is the final repair to restore the function of the disabled liftgate exterior release switch assembly.

This program is in effect until May 31, 2026.

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.

<b>Condition</b>	As a remedy for Safety Recall N232426400, certain vehicles had the liftgate exterior release switch assembly disabled. This Customer Satisfaction Program provides the final repair to restore the function of the disabled liftgate exterior release switch assembly.
<b>Correction</b>	Dealers will replace the liftgate exterior release switch assembly.

### 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.**

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107324	Liftgate Exterior Release Switch Replacement Standard Tailgate Multipro Tailgate	0.3 0.4	ZFAT	N/A
9107325	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9107326	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to “H” route the customer reimbursement transaction for wholesale 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.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

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

### Service Procedure

Replace the Liftgate Exterior Release Switch, or both Liftgate Exterior Release Switches if the truck is equipped with a Multipro (EZ3) tailgate. Refer to *Liftgate Exterior Release Switch Replacement (with EZ3)* or *Liftgate Exterior Release Switch Replacement (with EZ3)* in SI.

# Customer Satisfaction Program

## N232426401 Disabled Liftgate Exterior Release Switch Assembly Replacement



### Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through May 31, 2026. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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 bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory or is in your facility for service through May 31, 2026, you must take the steps necessary to be sure the program correction has been made before selling or 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 field action. 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 field action 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 program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 31, 2025. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.



# Customer Satisfaction Program

## N232426401 Disabled Liftgate Exterior Release Switch Assembly Replacement



May 2024

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

Dear General Motors Customer:

As a remedy for Safety Recall N232426400, your dealership performed a repair on your vehicle that disabled the liftgate exterior release switch assembly for your tailgate. This letter is to inform you that you can now make a service appointment to have the disabled liftgate exterior release switch assembly replaced.

Your satisfaction with your 2020-2024 model year Silverado Heavy Duty (2500/3500 series) or Sierra Heavy Duty (2500/3500 series) is very important to us, so we are announcing a program to correct this issue.

**What We Will Do:** Your GM dealer will replace the disabled liftgate exterior release switch assembly. This service will be performed for you at **no charge until May 31, 2026**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

**Reimbursement:** 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 condition described in this letter, **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. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2025, unless state law specifies a longer reimbursement period.

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	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

Enclosure  
N232426401