

# Part 573 Safety Recall Report

# 24V-060

**Manufacturer Name :** General Motors, LLC**Submission Date :** FEB 01, 2024**NHTSA Recall No. :** 24V-060**Manufacturer Recall No. :** N232426400**Manufacturer Information :****Population :**

Manufacturer Name : General Motors, LLC

Number of potentially involved : 323,232

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Estimated percentage with defect : 1 %

Company phone : 586-596-1733

**Vehicle Information :**

Vehicle 1 : 2020-2024 Chevrolet Silverado 2500/3500

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to determine the affected population.

Only 2500/3500 (HD) series vehicles that are equipped with the manual gate with power lock and release (RPO QT5) are affected by this recall. HD series vehicles with other tailgate configurations are not affected by this recall.

There are 128,966 Chevrolet Silverado 2500/3500 (HD) vehicles affected by this recall.

Production Dates : SEP 08, 2020 - MAY 16, 2023

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2020-2024 GMC Sierra 2500/3500

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing records were used to determine the affected population.

Only 2500/3500 (HD) series vehicles that are equipped with the manual gate with power lock and release (RPO QT5) are affected by this recall. HD series vehicles with other tailgate configurations are not affected by this recall.

There are 194,266 GMC Sierra 2500/3500 (HD) vehicles affected by this recall.

Production Dates : SEP 03, 2020 - MAY 12, 2023

VIN Range 1 : Begin : NR End : NR

 Not sequential

## Description of Defect :

Description of the Defect : 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : 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.

Description of the Cause : Under certain circumstances the tailgate design permits water to intrude into the gate, which in combination with an unsealed switch can result in a short circuit.

Identification of Any Warning that can Occur : Customers may notice the tailgate has inadvertently opened.

## Involved Components :

Component Name 1 : SWITCH ASM-L/GATE EXTR REL

Component Description : Liftgate/Tailgate Assembly Release Switch

Component Part Number : 85521471, 85521472, 84758464, 84758465

## Supplier Identification :

### Component Manufacturer

Name : LS Automotive Tech

Address : 5700 Crooks Rd, Suite 101

Troy Michigan 48098

Country : United States

## Chronology :

GM opened a product investigation into this issue on November 21, 2023 after receiving complaints of unwanted tailgate opening with respect to vehicles incorporating the same unsealed tailgate-release switch. GM's analysis and testing determined that the tailgate design in the subject vehicles was susceptible to water intrusion in the location of the switch. GM's analysis of potentially-related field incidents, completed on January 5, 2024, identified 136 complaints that alleged an unwanted tailgate opening "while driving." However, the control logic in the body control module (BCM) would prevent release of the tailgate latch when the vehicle is in gear, even if the BCM receives a release signal from the exterior touchpad switch. Accordingly, these complaints are likely attributable to the tailgate releasing while in Park before beginning a drive. The complaints were received by GM between September 1, 2020 and August 1, 2023. Among the complaints were one allegation of minor injury and three complaints of minor property damage.

On January 25, 2024, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.

## Description of Remedy :

Description of Remedy Program : Dealers will replace the exterior touchpad switch assemblies. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 12, 2023.

How Remedy Component Differs from Recalled Component : Replacement parts use a new material that improves resistance to water intrusion.

Identify How/When Recall Condition was Corrected in Production : Improvements to the top housing material of the switch were fully implemented in GM plants by August 1, 2023.

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified on February 1, 2024. Owner interim notification is estimated to begin on March 18, 2024. GM will provide an estimate for owner notification of an available remedy once an estimate is available.

Planned Dealer Notification Date : FEB 01, 2024 - FEB 01, 2024

Planned Owner Notification Date : MAR 18, 2024 - MAR 18, 2024

\* NR - Not Reported

**Reference Number: GCUS-3-3130**

**Stop Delivery Order for Safety Recall N232426400 - Tailgate May Open Unexpectedly**

GLOBAL SAFETY FIELD INVESTIGATIONS

DCS6780

URGENT - DISTRIBUTE IMMEDIATELY

Date: February 1, 2024

Subject: Stop Delivery Order for Safety Recall N232426400

Tailgate May Open Unexpectedly

Models: 2020-2024 Chevrolet Silverado Heavy Duty (2500/3500 series)

2020-2024 GMC Sierra Heavy Duty (2500/3500 series)

Equipped with GATE FUNCTION-MANUAL ASSIST POWER RELEASE (RPO QT5)

To: All General Motors Dealers

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain 2020 - 2024 model year Chevrolet Silverado Heavy Duty (2500/3500 series) and GMC Sierra Heavy Duty (2500/3500 series) vehicles in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about a safety recall that involves these vehicles. The GM recall number is N232426400.

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 until the defect is remedied.

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.

Parts are not currently available, but when parts are available, dealers will replace the exterior touchpad switch assemblies.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

**Frequently Asked Questions Document (FAQs)**

Attached to this message you will find a document that addresses the most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "02/01/2024" under Release Date and "Incomplete – Remedy Not Available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

## 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.

**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. Until the recall is completed, owners should check that the tailgate closed and latched before driving.

**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)** No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**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

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

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