

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5418
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 4, 2020

Subject: N202306490 - Safety Recall
Service Hood Striker Fracture

Models: 2020 Chevrolet Silverado 2500/3500
2020 GMC Sierra 2500/3500

To: All General Motors Dealers

General Motors is releasing Safety Recall N202306490 today. The total number of U.S. vehicles involved is approximately 529. Please see the attached bulletin for details.

Question and Answer Document (Q&A)

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

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 4, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS