

Product Safety Recall

N202306490 Service Hood Striker Fracture



Release Date: June 2020

Revision: 01

Revision Description: This bulletin has been updated to include the customer notification letter. Please discard all previous copies of N202306490.

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.

Important: As a reminder please follow the Service Policies and Procedures Manual: Disposition of Defective Material. After the retention period these parts must be scrapped/destroyed locally so they can never enter commerce. Always follow applicable local, state, and federal law when disposing used parts.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500/3500	2020	2020		
GMC	Sierra 2500/3500	2020	2020		

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.

Dealer Notification Instructions. In addition, dealers must search dealer sales records for over-the-counter sales of part numbers 84719023 and 84719024 and provide the recall notice to the purchaser. Please search your part-sales records for over-the-counter sales of the subject parts. An owner notification letter will be provided in an update to this bulletin. Once available, send the owner of record the recall notice by first-class mail. If the purchaser is a body shop, independent repair shop, or other third-party automotive repair or distribution business, dealers are to contact the entity to obtain the owner's name and address, and send the owner a copy of the letter (bulletin will be revised with the owner notification letter once available).

For some over-the-counter sales, GM's records contain the vehicle's VIN. For these vehicles, GM has prepared a report that contains the VINs, customer names, and associated address information, and has provided it to dealers through the GM GlobalConnect Recall Reports. A dealer will not have a report available if it has 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.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles. These vehicles may have been serviced with a replacement hood assembly containing a hood-latch striker wire that may not have been properly heat treated by the supplier. If not properly heat treated, the striker wire may not meet GM's hardness specifications and could, over time, fatigue and fracture. GM initiated a prior safety recall related to this condition in March 2020 (NHTSA Recall No. 20V142/N192284960). The striker wires in hood assemblies used to service and remedy these vehicles may not have been properly heat treated by the supplier, producing a harder, more brittle wire that can fatigue and fracture over time. If partially fractured, the striker wire may audibly rattle. If a striker wire fractures, the hood may open unexpectedly while driving, increasing the risk of a crash.
Correction	Dealers will replace the hood assembly. For hoods sold over the counter, dealers will contact customers with instructions for hood replacement.

Parts

Quantity	Part Name	Part No.
1	Hood Assembly	84830121
1	Hood Assembly	84830122
8	Retainer - Intake Air Duct	11570015

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which hood assembly to order.

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It is estimated that there are only 2004 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104954	Replace Hood (Includes Refinish/Clear Coat and Mix and Clean) ADD: Tint Coat/Tri-Coat Paint	3.7 0.4	ZFAT	*

* Paint Material Allowance \$160.12 (US), \$206.55 (CA). ADD condition Paint and Material Allowance \$33.26 (US), \$42.91 (CA).

For vehicles that are NOT listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104955*	Replace Hood (Includes Refinish/Clear Coat and Mix and Clean) ADD: Tint Coat/Tri-Coat Paint	3.7 0.4	ZREG	**

* Because the VIN is not loaded into IVH, the warranty transaction MUST be H-routed for wholesale authorization.

** Paint Material Allowance \$160.12 (US), \$206.55 (CA). ADD condition Paint and Material Allowance \$33.26 (US), \$42.91 (CA).

Service Procedure

Replace the hood assembly. Refer to *Hood Replacement* in SI.

Important: As a reminder please follow the Service Policies and Procedures Manual: Disposition of Defective Material. After the retention period these parts must be scrapped/destroyed locally so they can never enter commerce. Always follow applicable local, state, and federal law when disposing used parts.

Dealer Responsibility – For USA (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 Used, courtesy transportation vehicles, dealer shuttle vehicles, 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP 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

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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. Recall 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 field action 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 field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. 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. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

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 (see copy of customer letter included with this bulletin).

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

July 2020

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N202306490.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles may have been serviced with a replacement hood assembly containing a hood-latch striker wire that may not have been properly heat treated by the supplier. If not properly heat treated, the striker wire may not meet GM's hardness specifications and could, over time, fatigue and fracture. If a striker wire fractures, the hood may open unexpectedly while driving, increasing the risk of a crash.

GM initiated a prior safety recall related to this condition in March 2020 (NHTSA Recall No. 20V142/N192284960). The striker wires in hood assemblies used to service and remedy these vehicles may not have been properly heat treated by the supplier, producing a harder, more brittle wire that can fatigue and fracture over time. If partially fractured, the striker wire may audibly rattle.

What will we do?

Your GM dealer will replace the hood assembly. For hoods sold over the counter, dealers will contact customers with instructions for hood replacement. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of up to 4 hours and 15 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V324.

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Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety

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