

**GM SERVICE AND PARTS OPERATIONS  
DCS1168  
URGENT - DISTRIBUTE IMMEDIATELY**

**Date:** April 7, 2004

**Subject:** Upcoming Safety Recall  
04007 – Tailgate Support Cable Corrosion

**Models:** 2000-2004 Chevrolet Silverado and GMC Sierra  
2002-2004 Chevrolet Avalanche and Cadillac Escalade EXT

**To:** All Chevrolet, GMC and Cadillac Dealers

**Attention:** Dealer Operator, General Manager, Sales Manager, Used Car Manager,  
Service Manager, Parts Manager and Warranty Administrator

Today we began mailing the attached letter to customers who will be involved in the subject recall later this summer.

This letter provides information about what customers can do to immediately reduce the potential for personal injury and damage to their tailgate.

These precautions should be followed until replacement stainless steel tailgate support cables can be installed on all affected vehicles.

**PLEASE DOUBLE CLICK ON THE ICON BELOW  
THEN SINGLE CLICK ON THE LAUNCH BUTTON  
TO VIEW OR PRINT THE LETTER**



04007 Owner Letter.pdf

**END OF MESSAGE  
SERVICE AND PARTS OPERATIONS**



General Motors Corporation  
Customer Assistance Center  
PO Box 33136  
Detroit, MI 48232-5136

D04007-IN-6

April 2004

Dear General Motors Customer:

Part of our commitment to you as a member of the GM family is giving you important information whenever a specific concern or problem may affect your vehicle.

Recently the media reported that General Motors will be announcing a safety recall involving certain 2000-2004 model year Chevrolet Silverado and GMC Sierra full size pickup trucks and 2002-2004 model year Chevrolet Avalanche and Cadillac Escalade EXT sport utility trucks.

The purpose of this letter is to explain what this recall is about, what GM is doing to correct it, and what you can do immediately to reduce the potential for injury.

On some of these vehicles, the galvanized steel tailgate cable that supports the tailgate in the full open (horizontal) position may corrode, weaken, and fracture. If one cable fractures, the remaining cable may retain the tailgate in a horizontal position. However, if the remaining cable is sufficiently weakened by corrosion, it could fracture within moments of the first cable fracturing, especially if there is a load on the tailgate. If both cables fractured, the tailgate would suddenly drop several inches and strike the top surface of the rear bumper. Anyone sitting or standing on the tailgate when both cables fracture could be injured by falling from the tailgate. On vehicles that have had the bumper removed, the tailgate may drop even lower. Additionally, if there is cargo on the tailgate, the cargo may fall off if the support cables fracture.

When parts are available, your GM dealer will replace the galvanized steel tailgate support cables on your vehicle with stainless steel tailgate support cables. Of course, this service will be provided for you at no charge.

**Until stainless steel support cables can be installed on your vehicle, do not stand, sit, or apply loads directly onto the tailgate when it's in the full open (horizontal) position. This will reduce the potential of personal injury and damage to the outer panel of your tailgate. Additionally, when loading or unloading cargo from the pickup box, the tailgate should be removed. Please see your Owner's Manual for tailgate removal instructions.**

We are working with our suppliers to obtain the stainless steel cables to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to your GM dealer to have the replacement cables installed. Based on the anticipated schedule, dealers should have parts for a first group of vehicles later this summer.

However, if one or both of your tailgate support cables fracture before you receive the next letter, please contact your GM dealer to arrange a service appointment as soon as possible.

Your dealer will repair your vehicle but you may have to return to have the cables replaced again if you receive the recall notification letter later this year.

If you have any questions or need any assistance, please call the appropriate Customer Assistance Center at the number listed below. The hours of operation for our Customer Assistance Centers are from 8:00 AM - 11:00 PM Eastern Standard Time Monday through Friday.

Division	Number
Puerto Rico – English	1-800-496-9992
Puerto Rico – Español	1-800-496-9993
Virgin Islands	1-800-496-9994

More information about this recall (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle. To join, visit [www.mygmlink.com](http://www.mygmlink.com) and enter the Vehicle Identification Number (VIN) included with this letter to get the most personalized information for your vehicle.

We understand the concern this situation may cause and the need to correct it as quickly as we can. We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

General Motors Corporation