

**GM SERVICE AND PARTS OPERATIONS
DCS1257
URGENT DISTRIBUTE IMMEDIATELY**

Date: September 9, 2004

Subject: Upcoming Product Safety Recall
04007 – Tailgate Support Cable

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

To: All Cadillac, Chevrolet and GMC Dealers

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

On September 17, 2004, GM plans to announce to dealers Phase 1 of Product Safety Recall -Tailgate Support Cable. Customer mailing for Phase 1 will be on September 24, 2004. Due to part availability, this recall is being administered in phases. The first phase will be a portion of the New Style (GMT800) 2000 Model Year Silverado and Sierra Trucks. Dealers will be notified as additional phases are released and the bulletin will be revised as needed.

The following is a schedule of customer letter mailing dates:

<u>Phase</u>	<u>Customer Mailing Date</u>	<u>Model Years</u>
1	9/24/04	2000
2	10/01/04	2001
3	10/08/04	2001
4	10/15/04	2002
5	10/22/04	2003
6	10/29/04	2004

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS

GM SERVICE AND PARTS OPERATIONS
DCS1271
URGENT DISTRIBUTE IMMEDIATELY

Date: October 1, 2004

Subject: 04007 - Product Safety Recall
Tailgate Support Cable
GMVIS Update

Models: 2002-2004 Cadillac Escalade EXT
2000 Chevrolet C/K
2000-2004 Chevrolet Silverado
2002-2004 Chevrolet Avalanche
2000-2004 GMC Sierra

To: All Cadillac, Chevrolet and GMC Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

Due to part availability, customer notification for this recall is being administered in phases. The first phase included the 2000 model year "new style" Chevrolet Silverado and GMC Sierra vehicles. It was released on September 24, 2004 with approximately 600,000 letters being mailed to customers. Today we are releasing the second phase, which includes the 2001 model year "new style" Chevrolet Silverado and GMC Sierra vehicles with approximately 900,000 customers letters being mailed. Subsequent weekly mailings will include approximately 2.5 million customer notification letters for the remaining 2002-2004 model year "new style" Chevrolet Silverado and GMC Sierra, and the Cadillac Escalade EXT and Chevrolet Avalanche vehicles.

Our original intent was to update the GM Vehicle Inquiry System (GMVIS) as each phase was released. However, in response to dealer comments we are loading all of the "new style" Chevrolet Silverado and GMC Sierra, and the Cadillac Escalade EXT and Chevrolet Avalanche vehicles into GMVIS. This information will be available on October 4th and will assist dealers with the handling of inquiries from involved customers who have not yet received their notification letter.

Stainless steel replacement cables for the 2000 model year "old style" Chevrolet C/K and GMC Sierra (Classic) model vehicles are not yet available, and the VINS will not be loaded into GMVIS at this time. Recall bulletin 04007 will be revised to include the appropriate information when these parts become available. Dealers will also be notified via GM Administrative Message prior to the mailing of customer notification letters for these vehicles and their addition to GMVIS.

Below are the scheduled release dates for the remaining customer letter mailings.

Mail Date	Approx. # of Letters	Models
10/8	1.1M	2002 Cadillac Escalade EXT, Chev Silverado & Avalanche, GMC Sierra
10/15	1.1 M	2003 Cadillac Escalade EXT, Chev Silverado & Avalanche, GMC Sierra
10/22	334K	2004 Cadillac Escalade EXT, Chev. Silverado & Avalanche, GMC Sierra
10/29	75K	2000 "old style" Chev. CK, GMC Sierra (Classic)

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS

Listed below are some anticipated questions and answers relative to the implementation of product safety recall 4007.

Q1: Why did GM wait until now to begin this recall?

A1: GM had to wait until large quantities of replacement cables became available. It took time for the supplier to obtain the necessary materials and begin to assemble the cables.

Q2: Will the replacement cables be preshipped to dealers?

A2: Parts will not be preshipped because the anticipated supply as the supplier ramps-up production is not sufficient to support a preship and expected dealer orders. Replacement cables are being expedited from the supplier, packaged and shipped to the Administrative PDCs for DDS release to dealers as quickly as possible.

Q3: Will GMT 800 vehicle owners receive a recall notification letter, if a dealership previously replaced both tailgate cables with the new stainless steel cables?

A3: No, these cables are the same as the ones required for the recall and no further action is necessary.

Q4: The recall service procedure includes installation of a new washer on the cable bolt, why is it needed?

A4: Due to variances in cable bolt shoulder length it was determined, for ease of repair, to include the washers, which insure proper cable rotation on all vehicles.

Q5: Vehicles repaired with the new stainless steel cables prior to the recall didn't receive washers; do we need to add washers to these vehicles?

A5: Washers do not need to be added to vehicles repaired under warranty before this recall was implemented.

Q6: The recall service procedure includes a tailgate hinge inspection. If a vehicle was repaired with the new stainless steel cables prior to the recall, will the owner receive a letter to have the hinge inspection performed?

A6: No, an extensive pre-recall survey of GMT 800 vehicles indicates that possible dissatisfaction from hinge deformation is limited to a very small number of vehicles. The hinge inspection has no safety implications and was added to the recall in the interest of customer satisfaction. If a vehicle returns to the dealership for maintenance or unrelated repairs and a deformed hinge is discovered the dealership should contact their AVM who can approve the repair.

Q7: Why is the notification of GMT 400 vehicle owners being delayed?

A7: The current replacement cable is galvanized steel and a new stainless steel cable has to be designed, manufactured and validated. We anticipate that these new parts will be available soon.

Q8: Why are you not recalling all 2004 models?

A8: In October 2003, GM began using stainless steel material on all tailgate cables of full-size pickup and sport utility trucks.

Q9: Why are you not recalling any models prior to 2000?

A9: Even though galvanized cables were used on some vehicles built prior to the 2000 model year, data from our investigation does not support their inclusion in this recall.

GM SERVICE AND PARTS OPERATIONS
DCS1276
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 13, 2004

Subject: 04007 - Product Safety Recall
Tailgate Support Cable
Service Procedure Clarification

Models: 2002-2004 Cadillac Escalade EXT
2000 Chevrolet C/K
2000-2004 Chevrolet Silverado
2002-2004 Chevrolet Avalanche
2000-2004 GMC Sierra

To: All Cadillac, Chevrolet and GMC Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

This message responds to dealer comments about the installation of the spacer (flat washer) when installing a new tailgate support cable.

Due to manufacturing variation in the thickness of the latch, support cable end, and the shoulder on the bolt, a spacer (flat washer) must be used when installing the new cable. The washer will act as an extension to the shoulder on the bolt, and the outside diameter of the washer will allow it to fit inside of the opening in the cable end. This will allow the cable end to rotate freely on the bolt/latch when the tailgate is closed and prevent the support cable from getting pinched between the tailgate and the pickup box.

The washer listed in the recall bulletin (Part Number 15224331) must be used when installing the new support cables. Its dimensions are critical for correct cable positioning when closing the tailgate and it has the corrosion protection specified by GM. Do not use any other washer.

Also, the washer does not replace the toothed nut removed earlier in the service procedure and is not to be installed between the latch and the tailgate.

END OF MESSAGE
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