

Dear General Motors Customer:

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

You may have already been contacted regarding this recall, but this letter is to inform you that parts are available to service your vehicle.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 Chevrolet CK, 2000-2004 model year Chevrolet Silverado and GMC Sierra trucks, and 2002-2004 model year Cadillac Escalade EXT and Chevrolet Avalanche trucks. On some of these vehicles, the galvanized steel tailgate support cables that retain the tailgate in the full open (horizontal) position may corrode, weaken, and eventually 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 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 become unstable and fall if the support cables fracture.

**What Will Be Done:** Your GM dealer will replace the galvanized support cables with stainless steel support cables. In addition, the tailgate hinge will be inspected and replaced, if necessary. This service will be performed 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.**

**How Long Will The Repair Take?** This service correction will take approximately 20 to 30 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number 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	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
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 the appropriate Customer Assistance Center, you are still not satisfied that 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, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**Customer Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

**Recall Information Online:** 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 your vehicle's 17-character vehicle identification number (VIN), shown on the enclosed form, to get the most personalized information for your vehicle.

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

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

Enclosure  
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