

GM SERVICE AND PARTS OPERATIONS
DCS1282
URGENT DISTRIBUTE IMMEDIATELY

Date: October 22, 2004

Subject: 04007A - Product Safety Recall
Tailgate Support Cable
Parts Availability 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

The purpose of this message is to announce that stainless steel replacement cables for the 2000 model year "old style" Chevrolet C/K and GMC Sierra (Classic) vehicles are now available.

Consequently, the involved VINS have been added to the GM Vehicle Inquiry System (GMVIS) and the bulletin has been revised to include the appropriate parts ordering and service procedure information. On October 23, 2004 the new bulletin will be available in the Service Information System (SI). A copy is attached below for immediate reference.

In addition, the last group of customer notification letters for this recall will be mailed on October 29, 2004 to approximately 75,000 customers and the Campaign Initiation Detail Report (CIDR) for these customers is currently available in GM DealerWorld.

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

(See attached file: 04007A bulletin.pdf)

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS



File In Section: Product Recalls

Bulletin No.: 04007A

Date: October 2004

Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: TAILGATE SUPPORT CABLE

**MODELS: 2002-2004 CADILLAC ESCALADE EXT
2000 CHEVROLET CK
2000-2004 CHEVROLET SILVERADO
2002-2004 CHEVROLET AVALANCHE
2000-2004 GMC SIERRA**

DUE TO PART AVAILABILITY, THIS RECALL IS BEING ADMINISTERED IN PHASES. PHASES ARE BEING RELEASED WEEKLY FROM SEPTEMBER 24, 2004, THROUGH OCTOBER 29, 2004.

THE FOLLOWING REVISIONS HAVE BEEN MADE TO THIS BULLETIN:

- **PARTS AND PROCEDURE FOR THE CLASSIC (GMT400) CHEVROLET CK AND GMC SIERRA MODEL VEHICLES HAVE BEEN ADDED.**
- **THE BEGINNING BREAKPOINT FOR 2002 (2E100005) AND 2003 (3F100018) GMC SIERRA VEHICLES ARE BEING REVISED.**
- **THE PROCEDURE FOR THE GMT800 SERIES VEHICLES HAS BEEN REVISED/CLARIFIED TO ADDRESS DEALER QUESTIONS. PLEASE REVIEW THE NEW PROCEDURE.**

PLEASE DISCARD ALL COPIES OF BULLETIN 04007 ISSUED SEPTEMBER 2004.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 model year 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.

CORRECTION

Dealers are to replace the galvanized support cables with stainless steel support cables. In addition, dealers are to inspect the tailgate hinge and replace it, if necessary.

VEHICLES INVOLVED

Involved are 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 built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
2002	Cadillac	Escalade EXT	2G109185	2G363848
2003	Cadillac	Escalade EXT	3G100002	3G343890
2004	Cadillac	Escalade EXT	4G100005	4G175911
2002	Chevrolet	Avalanche	2G100011	2G363853
2003	Chevrolet	Avalanche	3G100001	3G347428
2004	Chevrolet	Avalanche	4G100011	4G175906
2000	Chevrolet	CK (Classic)	YF416524	YF521040
			YR143527	YR230631
2000	Chevrolet	Silverado	Y1160008	Y1409284
			YE195370	YE433962
			YZ157610	YZ371943
2001	Chevrolet	Silverado	11100001	11408136
			1E100004	1E346660
			1F100001	1F213873
			1Z100001	1Z335201
2002	Chevrolet	Silverado	21100001	21430587
			2E100002	2E306441
			2F100002	2F250465
			2Z100001	2Z348508
2003	Chevrolet	Silverado	31100001	31412794
			3E100001	3E381150
			3F100001	3F259060
			3Z100001	3Z361857
2004	Chevrolet	Silverado	41100005	41197171
			4E100005	4E178445
			4F100001	4F145985
			4Z100002	4Z178157
2000	GMC	Sierra (Classic)	YF414195	YF521003
			YR143530	YR231139
2000	GMC	Sierra	Y1150033	Y1409272
			YE194333	YE901599
			YZ175180	YZ371915
2001	GMC	Sierra	11100005	11408122
			1E100001	1E901535
			1F100002	1F213892
			1Z100003	1Z335203

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	FROM	THROUGH
2002	GMC	Sierra	21100002	21430585
			2E100005	2E306440
			2F100001	2F250482
			2Z100004	2Z900955
2003	GMC	Sierra	31100002	31412793
			3E100009	3E381153
			3F100018	3F259040
			3Z100004	3Z900320
2004	GMC	Sierra	41100001	41197158
			4E100002	4E178436
			4F100005	4F145865
			4Z100001	4Z178148

IMPORTANT: Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) prior to beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

For US: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned will not have a report available in GM DealerWorld.

For Canada: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned will not receive a Campaign Initiation Detail Report.

For IPC: For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned will not receive a report with the recall bulletin.

The Campaign Initiation Detail Report 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.

PARTS INFORMATION

Parts required to complete this recall are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/ Vehicle
88980509	Cable, E/Gate (Right) (New Style Silverado, Sierra, Avalanche, Escalade EXT)	1 (If Req'd.)
88980510	Cable, E/Gate (Left) (New Style Silverado, Sierra, Avalanche, Escalade EXT)	1 (If Req'd.)
89045648	Cable, E/Gate (Classic CK, Sierra)	2
15224331	Washer (New Style Silverado, Sierra, Avalanche, Escalade EXT)	1-2 (If Req'd.)
15074252*	Hinge, Pubx E/Gate (New Style Silverado, Sierra)	1 (If Req'd.)
15080226*	Hinge, E/Gate (Avalanche, Escalade EXT)	1 (If Req'd.)
15691088*	Hinge, Pubx E/Gate (Classic CK, Sierra)	1 (If Req'd.)

* It is estimated that less than 3% of the vehicles worldwide will require hinge replacement. Please order parts accordingly.

SERVICE PROCEDURE

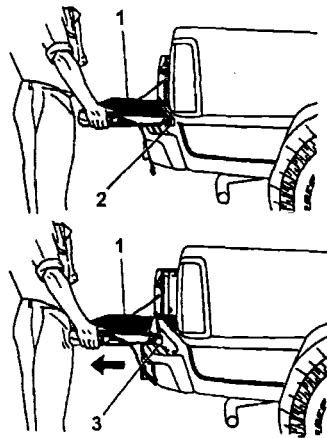
Classic Silverado and Sierra (GMT400)

The following procedure provides instruction for replacing the rear endgate (tailgate) support cables and inspecting the right side tailgate hinge for damage, and replacing if necessary.

Notice

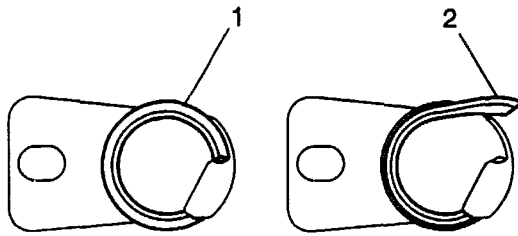
It is recommended that a support be placed under the open tailgate in the next step to prevent the tailgate from being damaged in the event that it drops when disconnecting and replacing the support cables.

Hinge Inspection – Classic CK and Sierra



1538695

1. Release (unhook) the RIGHT side tailgate support cable from the pickup box.
2. With the tailgate (1) completely open as shown in the upper part of the illustration, pull the RIGHT SIDE of the tailgate rearward as shown in the lower illustration. Do not pull on the left side of the tailgate.
 - o If the tailgate hinge (2) will NOT disengage from the pickup box on the right side, no repair is needed to the hinge. Proceed to the section titled, "Support Cable Replacement", and replace both support cables.
 - o If the tailgate hinge (3) WILL disengage from the pickup box on the right side, proceed to the next step.



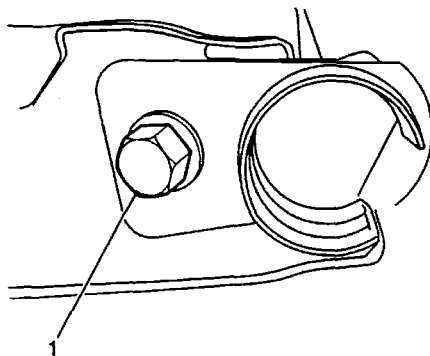
1553673

3. With the right side of the tailgate disengaged from the pickup box, inspect the hinge on the right side of the tailgate for damage. The illustration above shows an undamaged hinge (1) and a damaged or bent hinge (2).
 - o If the hinge is undamaged (1), no repair is needed to the hinge. Proceed to the section titled, "Support Cable Replacement", and replace both support cables.
 - o If the hinge IS damaged or bent (2), the hinge needs to be replaced. Proceed to the section titled, "Hinge Replacement", before proceeding with the replacement of the support cables.

Hinge Replacement – Classic CK and Sierra

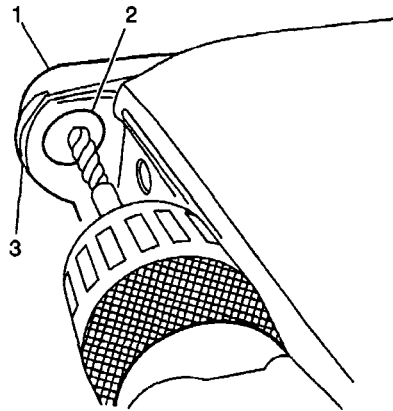
The following procedure should only be performed if the right side of the tailgate could be disengaged for the pickup truck and the hinge was damaged or bent.

1. Release (unhook) the left side tailgate support cable from the pickup box.
2. Remove the tailgate from the vehicle.



1553675

3. Remove the bolt (1) attaching the right side hinge (2) to the side of the tailgate.



1553677

4. Locate and drill out the large weld (2) attaching the hinge (1) to the backside of the tailgate bracket (3). Remove the hinge.

Important

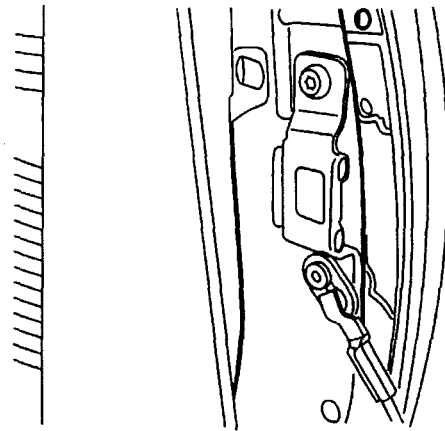
Because the new hinge must be welded to the bracket on the tailgate in the next steps, do not paint the hinge until after installation. After welding is complete, the new hinge must be primed and painted in the body color.

5. Install a new hinge to the tailgate and install the bolt. **Tighten**
Tighten the bolt to 27 N·m (20 lb ft).
6. Weld the backside of the new hinge to the original bracket on the tailgate.
7. Tape off the area around the hinge and prime and paint the hinge as required.
8. Reinstall the tailgate on the vehicle and proceed to the section titled, "Support Cable Replacement".

Support Cable Replacement – Classic CK and Sierra

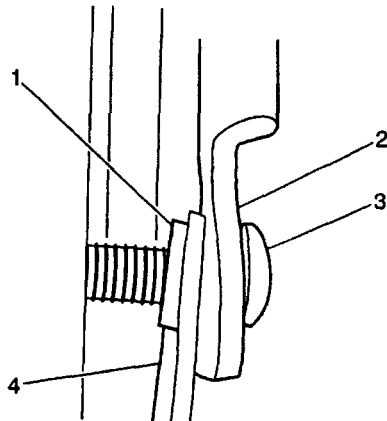
The following procedure provides instruction for replacing the rear endgate (tailgate) support cables.

1. Open the rear tailgate and support it as necessary.



1551752

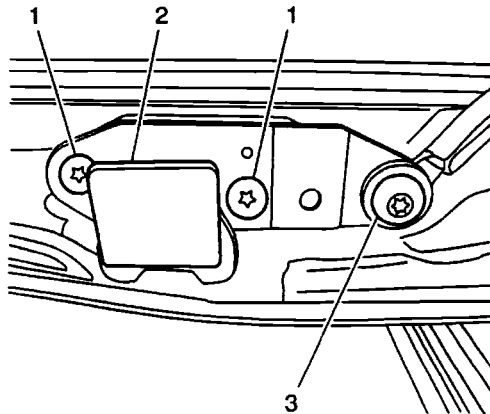
2. Release (unhook) the right side tailgate support cable from the pickup box.



1551939

Important

If the support cable (2) has NOT been replaced previously, there will be a toothed nut or plastic nut (1) located between the latch (4) and the tailgate that MAY prevent the bolt (3) from being removed in the next step. The nut is an assembly aid used in the assembly plant. Do not reinstall or replace the toothed or plastic nut when installing the new support cable.



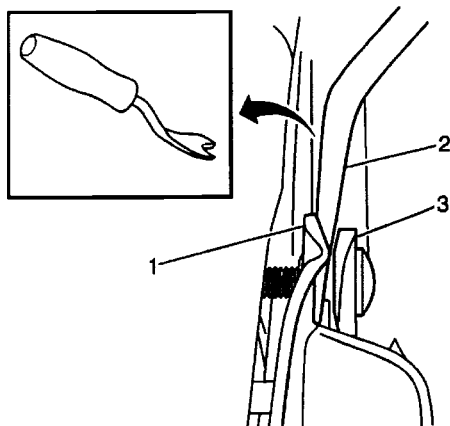
1551755

3. Loosen the bolt (3) that attaches the opposite end of the support cable to the latch assembly (2).
 - o If the toothed or plastic nut IS present, you will only be able to loosen the bolt partially from the latch. If this condition is encountered, proceed to the next step.
 - o If the toothed or plastic nut is NOT present, proceed to Step 8.

Important

DO NOT loosen the other bolts completely in the next step. Leave two or three threads of the bolts engaged in the tailgate. Removing the bolts completely may allow the linkage inside the tailgate to separate from the latch.

4. If the toothed or plastic nut is present, loosen the other two bolts (1) attaching the latch (2) to the tailgate. DO NOT remove these bolts.
5. Finish loosening the bolt that attaches the support cable. The bolt will NOT be removable even though the threads are completely out.



1551940

6. Place an interior trim removal type tool (2) between the support cable end (3) and the latch (1), and pry the two apart. As the two spread apart, the toothed or plastic nut on the other side of the latch will begin to move towards the end of the bolt.

7. Once the toothed or plastic nut has moved away from the backside of the latch, use long nose pliers to grasp and twist it off of the bolt. Discard the toothed or plastic nut.
8. Remove the bolt and support cable.

Important

Do not reinstall the toothed or plastic nut when installing the new support cable. Also, the support cables used on these vehicle are interchangeable from side to side, and no washers are to be installed like those used on the new style trucks (GMT800).

9. Install the new support cable to the latch and reinstall the original bolt. **Tighten**

Tighten the bolt to 30 N·m (22 lb ft).

10. If the other bolts were loosened earlier, **Tighten**

Tighten the other loose bolts to 30 N·m (22 lb ft).

11. Attach the opposite end of the support cable to the pickup box.
12. Repeat this procedure on the other support cable.

Important

Depending on the condition of the tailgate and related parts, one of the two new support cables (either left or right) may NOT be tight (taut) when the tailgate is fully open. This condition may be caused by several factors including a damaged hinge, pickup box, or the tailgate itself may be slightly bent due to overloading at some previous time. Replacing either or both support cables a second time will NOT correct this condition. Replacement of any additional parts to correct this condition will NOT be covered under this recall.

13. Remove the tailgate support, close, open, and re-close the tailgate. Verify that the support cables fold properly.

Escalade EXT, Avalanche, New Style Silverado and Sierra (GMT800)

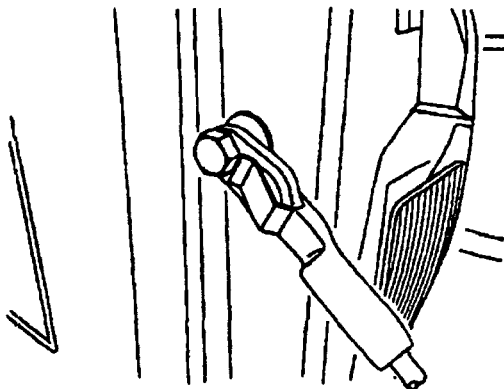
The following procedure provides instructions for inspecting, and if necessary, replacing the rear endgate (tailgate) support cables and inspecting the right side tailgate hinge for damage, and replacing if necessary.

Notice

It is recommended that a support be placed under the open tailgate in the next step to prevent the tailgate from being damaged in the event that it drops when disconnecting, inspecting, and replacing the support cables.

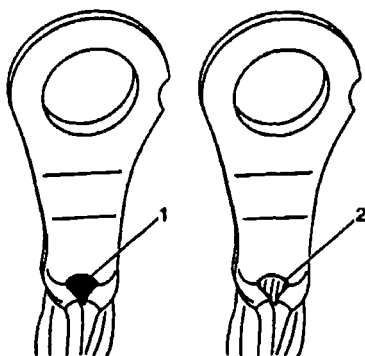
Support Cable Inspection – Escalade EXT, Avalanche, New Style Silverado and Sierra

1. Open the rear tailgate and support it as necessary.



1537874

2. Release (unhook) the right side tailgate support cable from the pickup box.



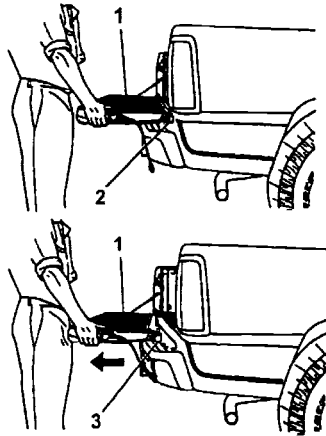
1545570

Important

In the above illustration, the clear sealant (1) is shown as black in color. This was done for illustration purposes only. If sealant is present on the support cables it will be clear or hazy (cloudy) in appearance.

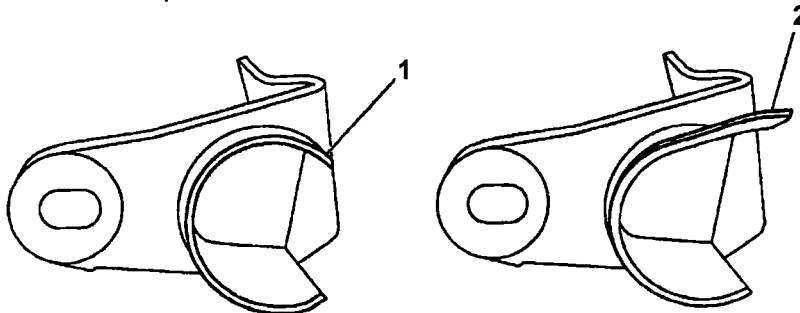
3. Inspect the end (eyelet) of the support cable that attaches to the tailgate for sealant covering the end of the cable strands.
 - o If there IS a clear type sealant (1) over the end of the cable strands, the support cable needs to be replaced. Reconnect the support cable to the pickup box and perform this same inspection on the left support cable. After inspecting both cables, proceed to the section titled, "Hinge Inspection."
 - o If there IS NOT a clear type sealant (2) over the end of the cable strands, that support cable does NOT need to be replaced. Reconnect the support cable to the pickup box and perform this same inspection on the left support cable. After inspecting both cables, proceed to the section titled, "Hinge Inspection."

Hinge Inspection – Escalade EXT, Avalanche, New Style Silverado and Sierra



1538695

1. Release (unhook) the RIGHT side tailgate support cable from the pickup box again.
2. With the tailgate (1) completely open as shown in the upper part of the illustration, pull the RIGHT SIDE of the tailgate rearward as shown in the lower illustration. Do not pull on the left side of the tailgate.
 - o If the tailgate hinge (2) will NOT disengage from the pickup box on the right side, no repair is needed to the hinge. Proceed to the section titled, "Support Cable Replacement," and replace any support cables that HAD sealant in the earlier inspection. If neither of the support cables require replacement, no further action is required.
 - o If the tailgate hinge (3) will disengage from the pickup box on the right side, proceed to the next step.



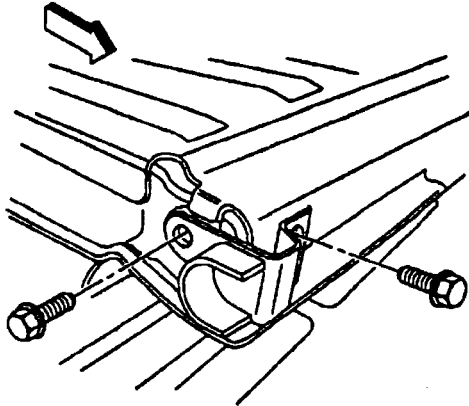
1538698

2. With the right side of the tailgate disengaged from the pickup box, inspect the hinge on the right side of the tailgate for damage. The illustration above shows an undamaged hinge (1), and a damaged or bent hinge (2).
 - o If the hinge is NOT damaged, no repair is needed to the hinge. Proceed to the section titled, "Support Cable Replacement" and replace any support cables that HAD sealant in the earlier inspection. If neither of the support cables require replacement, no further action is required.
 - o If the hinge IS damaged or bent, the hinge needs to be replaced. Proceed to the section titled, "Hinge Replacement".

Hinge Replacement – Escalade EXT, Avalanche, New Style Silverado and Sierra

The following procedure should only be performed if the right side of the tailgate could be disengaged from the pickup box.

1. Release (unhook) the left side tailgate support cable from the pickup box.
2. Remove the tailgate from the vehicle



1538803

3. Remove the two bolts attaching the right side hinge to the tailgate.

Important

On Chevrolet Silverado and GMC Sierra models, the NEW hinge being installed must be primed and painted in the body color prior to installation. New hinges for the Chevrolet Avalanche and Cadillac Escalade EXT come pre-painted in a glossy black primer, these hinges must still be painted in black.

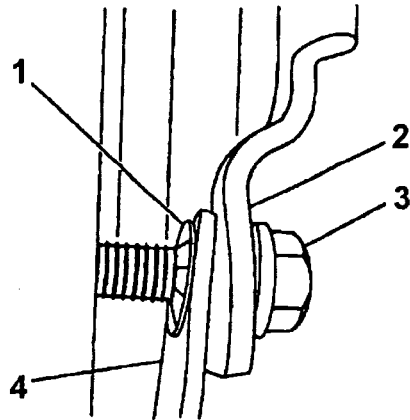
4. Install a NEW hinge to the tailgate and install the two bolts. **Tighten**

Tighten the bolts to 25 N·m (18 lb ft).

5. Reinstall the tailgate on the vehicle. If one or both tailgate support cables require replacement, proceed to the section titled, "Support Cable Replacement." If neither support cables require replacement, no further action is required.

Support Cable Replacement – Escalade EXT, Avalanche, New Style Silverado and Sierra

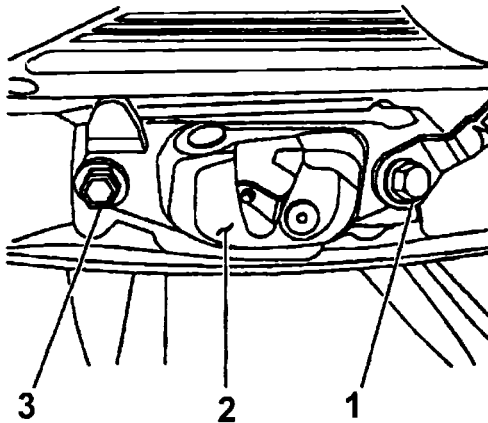
The following procedure should only be performed if sealant was found in one or both support cables in the earlier inspection.



1466543

Important

If the support cable (2) has NOT been replaced previously, there will be a toothed nut (1) located between the latch (4) and the tailgate that will prevent the bolt (3) from being removed in the next step. The nut is an assembly aid used in the assembly plant. The nut does NOT need to be reinstalled or replaced when installing a new support cable in this recall.



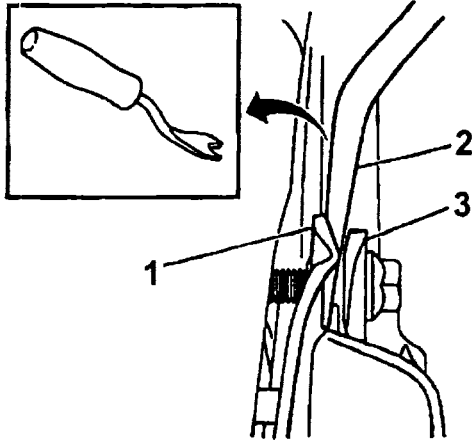
1537875

1. Loosen the bolt (1) that attaches the opposite end of the support cable to the latch assembly (2).
 - o If the toothed nut is present, you will only be able to loosen the bolt partially from the latch. If this condition is encountered, proceed to the next step.
 - o If the toothed nut is not present, proceed to Step 6.

Important

DO NOT loosen the other bolt completely in the next step. Leave two or three threads of the bolt engaged in the tailgate. Removing this bolt completely may allow the linkage inside the tailgate to separate from the latch.

2. If the toothed nut is present, loosen the other bolt (3) attaching the latch to the tailgate. DO NOT remove this bolt.
3. Finish loosening the bolt that attaches the support cable. The bolt will NOT be removable even though the threads are completely out.



1537876

4. Place an interior trim removal type tool (2), or equivalent, between the support cable end (3) and the latch (1), and pry the two apart. As the two spread apart, the toothed nut on the other side of the latch will begin to move towards the end of the bolt.
5. Once the toothed nut has moved away from the backside of the latch, use long nose pliers to grasp and twist it off of the bolt. Discard the toothed nut.
6. Remove the bolt and support cable.

Notice

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 part number listed in this bulletin 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 in place of the one listed in this recall.

Important

The washer does NOT replace the toothed nut removed earlier and is NOT to be installed between the latch and the tailgate.

Notice

When installing the new support cable, make sure that the left side (LS) is installed on the left (driver's) side of the vehicle, and the right side (RS) is installed on the right (passenger) side. The support cables are marked with an LS or RS on the end of the cable that attaches to the tailgate. Installing a support cable on the incorrect side of the vehicle may result in the cable getting damaged when the tailgate is closed.

7. Install one new flat washer on the bolt followed by a new support cable. The end of the support cable should go over the washer and onto the shoulder of the bolt.
8. Install the bolt, flat washer, and cable assembly into the latch and tailgate. **Tighten**

Tighten the bolt to 25 N·m (18 lb ft).
9. If the other bolt was loosened earlier, **Tighten**.

Tighten the bolt to 25 N·m (18 lb ft).
10. Verify that the support cable end rotates freely on the bolt.
11. Attach the opposite end of the support cable to the pickup box.
12. Repeat the procedure on the other support cable.

Important

Depending on the condition of the tailgate and related parts, one of the two new support cables (either left or right) may NOT be tight (taut) when the tailgate is fully open. This condition may be caused by several factors including a damaged hinge, pickup box, or the tailgate itself may be slightly bent due to the overloading at some previous time. Replacing either or both support cables a second time will NOT correct this condition. Replacement of any additional parts to correct this condition will NOT be covered under this recall.

13. Remove the tailgate support, close, open, and re-close the tailgate. Verify that the support cables fold properly.

CUSTOMER REIMBURSEMENT For US

All customer requests for reimbursement for previous repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

CUSTOMER REIMBURSEMENT For Canada

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted by January 31, 2006.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product recall is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

CLAIM INFORMATION

Submit a Product Recall Claim with the information indicated below:

REPAIR PERFORMED	PART CNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Inspect Tailgate Support Cables (No Replacement Req'd.) AND Inspect Hinge (Inc. Hinge Replacement, If Req'd.) - (New Style Silverado, Sierra, Avalanche, Escalade EXT)	0-1	---	*	MA-96	V1241	0.2	N/A
Add: Paint Time						0.2	*** \$4.50 USD \$12.12 CAD
Inspect & Replace Tailgate Support Cables (Inc. Hinge Replacement If Req'd.) - (New Style Silverado, Sierra, Avalanche, Escalade EXT)	2 -5	---	**	MA-96	V1242	0.3	N/A
Add: Paint Time						0.2	*** \$4.50 USD \$12.12 CAD
Inspect Hinge and Replace Tailgate Support Cables - (Classic CK, Sierra)	2	---	*	MA-96	V1239	0.3	N/A
Add: Replace, Prime, & Paint Hinge	1					0.4	*** \$4.50 USD \$12.12 CAD
Courtesy Transportation	N/A	N/A	N/A	MA-96	****	N/A	*****
Customer Reimbursement (Canadian and Export Dealers/US CAC)	N/A	N/A	N/A	MA-96	V1243	0.2	*****

* The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the hinge (if required) needed to complete the repair.

** The "Parts Allowance" should be the sum total of the current GMSPO Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the tailgate support cable(s), and if required, the hinge needed to complete the repair.

*** The amount identified in the "Net Item" column represents the material allowance for the aerosol spray paint used on the hinge, if replaced.

**** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.

***** The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

***** The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

Note: Canadian dealers should refer to the Canadian distribution of the bulletin for detailed claim information.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CUSTOMER NOTIFICATION – For US and CANADA

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For IPC

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and IPC (US States, Territories, and Possessions)

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 RECALL RESPONSIBILITY - ALL

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



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, 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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