

**GM SERVICE AND PARTS OPERATIONS  
DCS1489  
URGENT - DISTRIBUTE IMMEDIATELY**

Date: November 23, 2005

Subject: Product Safety Recall Bulletin 04007B  
Tailgate Support Cable  
Addition to Involved Vehicle Population

Models: 2002-2004 Cadillac Escalade EXT  
2000 Chevrolet CK  
2000-2004 Chevrolet Silverado  
2002-2004 Chevrolet Avalanche  
2003-2004 Chevrolet Kodiak  
2000-2004 GMC Sierra  
2003-2004 GMC Topkick

To: All Cadillac, Chevrolet and GMC Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

General Motors originally released recall bulletin 04007 in September 2004 and subsequently amended it in October 2004 via bulletin 04007A. Today this recall is being revised to include some 2003 and 2004 model year medium duty vehicles that were modified to include a tailgate.

A copy of the revised bulletin (04007B) is attached below. Please discard all copies of bulletin 04007A.

Bulletin 04007B will be available in the Service Information System (SI) in the near future. Please make sure that all affected service personnel are aware of this revision.

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

(See attached file: 04007B bulletin.pdf)

END OF MESSAGE  
GM SERVICE AND PARTS OPERATIONS



File In Section: Product Recalls

Bulletin No.: 04007B

Date: November 2005

# 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  
2003-2004 CHEVROLET KODIAK  
2000-2004 GMC SIERRA  
2003-2004 GMC TOPKICK

**THIS BULLETIN IS BEING REVISED TO INCLUDE SOME 2003 AND 2004 MODEL YEAR MEDIUM DUTY VEHICLES THAT WERE MODIFIED TO INCLUDE A TAILGATE. PLEASE DISCARD ALL COPIES OF BULLETIN 04007A, ISSUED OCTOBER 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, 2002-2004 model year Cadillac Escalade EXT and Chevrolet Avalanche trucks, and 2003-2004 Chevrolet Kodiak and GMC TopKick 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, 2002-2004 model year Cadillac Escalade EXT and Chevrolet Avalanche trucks, and 2003-2004 Chevrolet Kodiak and GMC TopKick 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 |
| 2003 | Chevrolet | Kodiak           | 3F507651 | 3F521614 |
| 2004 | Chevrolet | Kodiak           | 4F100150 | 4F508975 |
| 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 |
| 2003 | Chevrolet | Silverado        | 2Z100001 | 2Z348508 |
|      |           |                  | 31100001 | 31412794 |
|      |           |                  | 3E100001 | 3E381150 |
|      |           |                  | 3F100001 | 3F259060 |
| 2004 | Chevrolet | Silverado        | 3Z100001 | 3Z361857 |
|      |           |                  | 41100005 | 41197171 |
|      |           |                  | 4E100005 | 4E178445 |
| 2000 | GMC       | Sierra (Classic) | 4F100001 | 4F145985 |
|      |           |                  | 4Z100002 | 4Z178157 |
| 2000 | GMC       | Sierra           | YF414195 | YF521003 |
|      |           |                  | YR143530 | YR231139 |
| 2000 | GMC       | Sierra           | Y1150033 | Y1409272 |
|      |           |                  | YE194333 | YE901599 |
| 2001 | GMC       | Sierra           | YZ175180 | YZ371915 |
|      |           |                  | 11100005 | 11408122 |
|      |           |                  | 1E100001 | 1E901535 |
|      |           |                  | 1F100002 | 1F213892 |
| 2002 | GMC       | Sierra           | 1Z100003 | 1Z335203 |
|      |           |                  | 21100002 | 21430585 |
|      |           |                  | 2E100005 | 2E306440 |
|      |           |                  | 2F100001 | 2F250482 |
|      |           |                  | 2Z100004 | 2Z900955 |

VEHICLES INVOLVED, Cont'd.

| YEAR | DIVISION | MODEL   | FROM     | THROUGH  |
|------|----------|---------|----------|----------|
| 2003 | GMC      | Sierra  | 31100002 | 31412793 |
|      |          |         | 3E100009 | 3E381153 |
|      |          |         | 3F100018 | 3F259040 |
|      |          |         | 3Z100004 | 3Z900320 |
| 2004 | GMC      | Sierra  | 41100001 | 41197158 |
|      |          |         | 4E100002 | 4E178436 |
|      |          |         | 4F100005 | 4F145865 |
|      |          |         | 4Z100001 | 4Z178148 |
| 2003 | GMC      | TopKick | 3F504306 | 3F522021 |
| 2004 | GMC      | TopKick | 4F500107 | 4F509433 |

**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 and Canada: For dealers with involved vehicles, a Campaign Initiation Detail Report (CIDR) containing the complete vehicle identification number, customer name and address data has been prepared and will be loaded to the GM DealerWorld (US) Recall Information, GMInfoNet (Canada) Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

For Export: 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 will not receive a report with the recall bulletin if they have no involved vehicles currently assigned.

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.

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

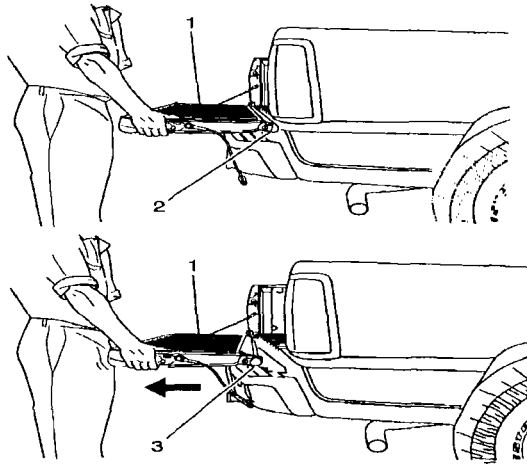
## SERVICE PROCEDURE

### 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.

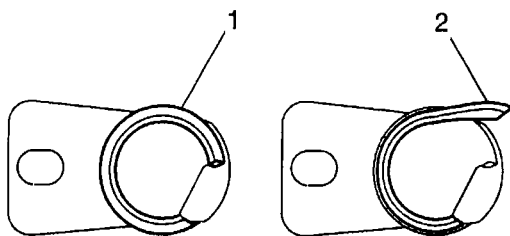
**Notice:** It is recommended that a support be placed under the open tailgate in the next step to prevent the tailgate from being damaged in the event that it drops when disconnecting and replacing the support cables.

#### **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.
  - 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.
  - If the tailgate hinge (3) WILL disengage from the pickup box on the right side, proceed to the next step.



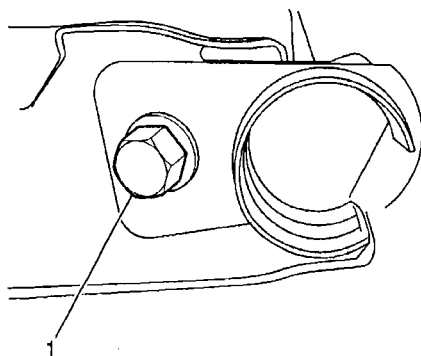
1553673

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).
  - 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.
  - 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

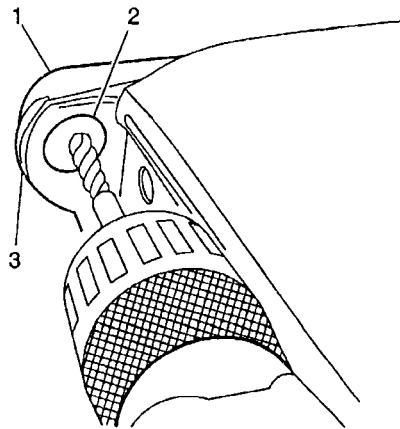
The following procedure should only be performed if the right side of the tailgate could be disengaged for the pickup truck and the hinge was damaged or bent.

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



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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).

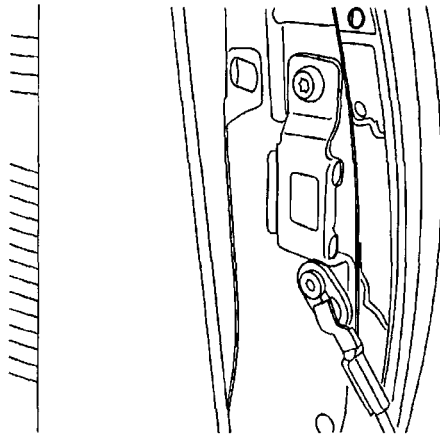
6. Weld the backside of the new hinge to the original bracket on the tailgate.
7. Tape off the area around the hinge and prime and paint the hinge as required.
8. Reinstall the tailgate on the vehicle and proceed to the section titled, "Support Cable Replacement".

#### **Support Cable Replacement – Classic CK and Sierra**

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

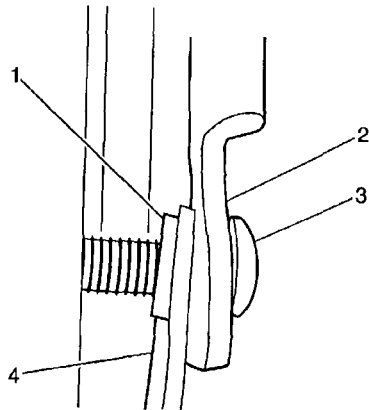
1. Open the rear tailgate and support it as necessary.





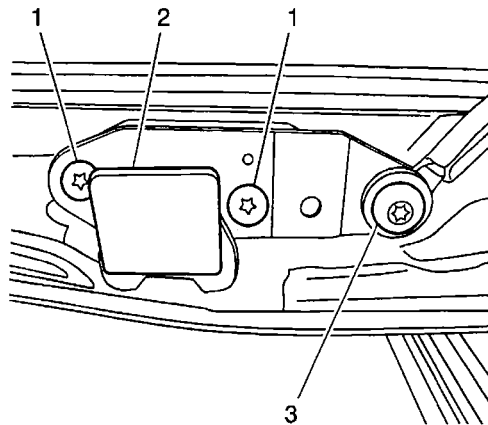
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2. Release (unhook) the right side tailgate support cable from the pickup box.



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**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.

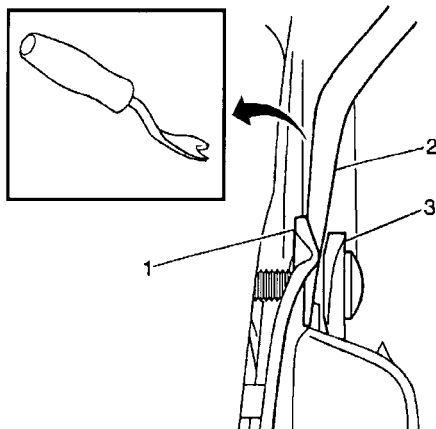


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3. Loosen the bolt (3) that attaches the opposite end of the support cable to the latch assembly (2).
  - If the toothed or plastic nut IS present, you will only be able to loosen the bolt partially from the latch. If this condition is encountered, proceed to the next step.
  - 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 vehicles 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**

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.

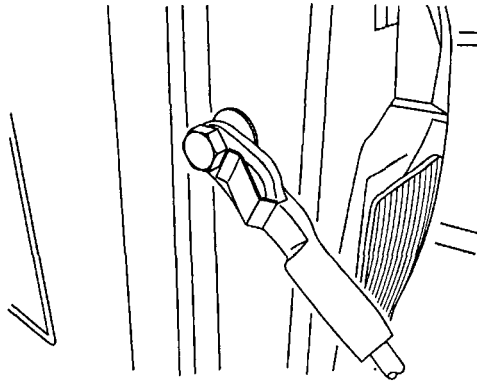
**Escalade EXT, Avalanche, New Style Silverado and Sierra (GMT800), Kodiak, TopKick**

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.

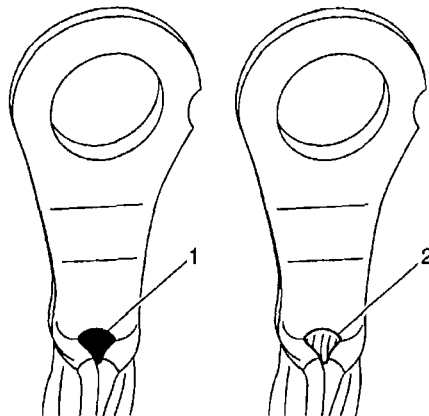
**Support Cable Inspection – Escalade EXT, Avalanche, New Style Silverado and Sierra, Kodiak, TopKick**

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



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

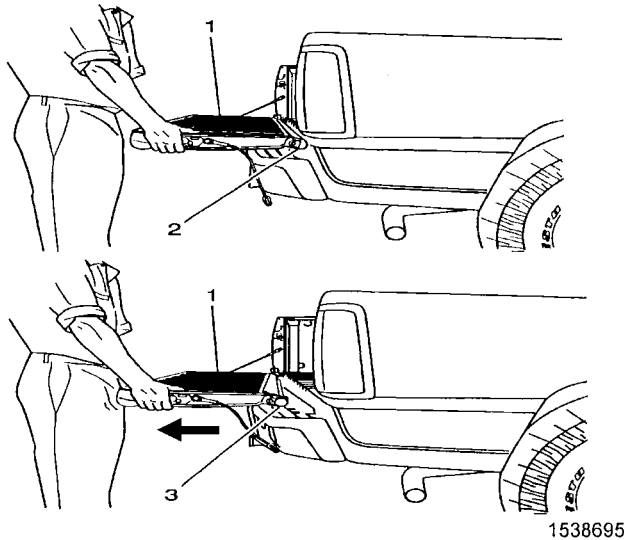


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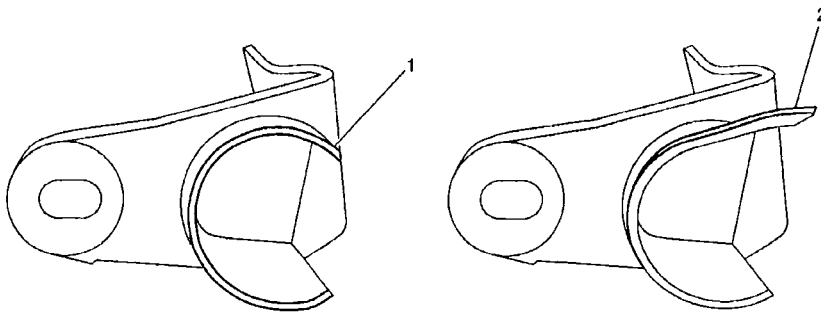
**Important:** In the above illustration, the clear sealant (1) is shown as black in color. This was done for illustration purposes only. If sealant is present on the support cables it will be clear or hazy (cloudy) in appearance.

3. Inspect the end (eyelet) of the support cable that attaches to the tailgate for sealant covering the end of the cable strands.
  - 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."
  - 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, Kodiak, TopKick



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.
  - 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.
  - If the tailgate hinge (3) will disengage from the pickup box on the right side, proceed to the next step.



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).
  - 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

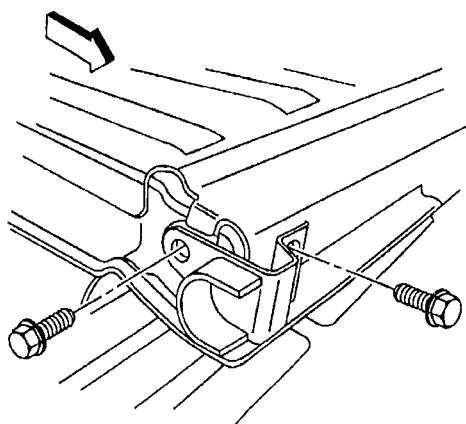
action is required.

- 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, Kodiak, TopKick

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.

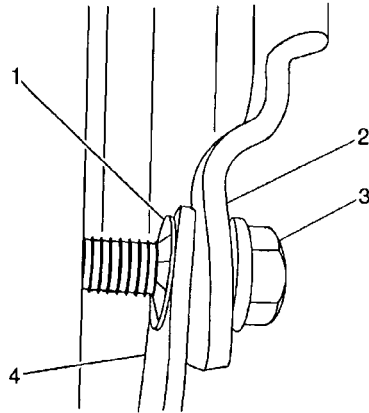
#### **Tighten**

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.

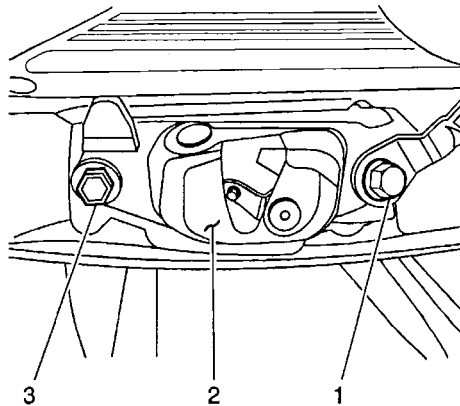
**Support Cable Replacement** – Escalade EXT, Avalanche, New Style Silverado and Sierra, Kodiak, TopKick

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.

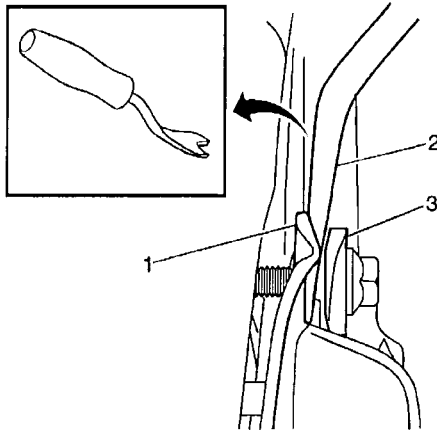


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1. Loosen the bolt (1) that attaches the opposite end of the support cable to the latch assembly (2).
  - If the toothed nut is present, you will only be able to loosen the bolt partially from the latch. If this condition is encountered, proceed to the next step.
  - 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 Customer Reimbursement Procedure and Claim Form is included with the customer letter.

**IMPORTANT:** (For GM US Only) 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 and Export

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer 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 – For US and Canada

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, Kodiak, TopKick) | 0-1      | ---      | *           | MA-96 | V1241    | 0.2         | N/A                              |
| Add: Paint Time   |          |          |             |       |          | 0.2         | ***<br>\$4.50 USD<br>\$12.12 CAD |
| Inspect & Replace Tailgate Support Cables (Inc. Hinge Replacement If Req'd.) - (New Style Silverado, Sierra, Avalanche, Escalade EXT, Kodiak, TopKick)                                  | 2-5      | ---      | **          | MA-96 | V1242    | 0.3         | N/A                              |
| Add: Paint Time   |          |          |             |       |          | 0.2         | ***<br>\$4.50 USD<br>\$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         | ***<br>\$4.50 USD<br>\$12.12 CAD |
| Courtesy Transportation for vehicles within the New Vehicle Limited Warranty (US & Canadian GM Dealers)   | N/A      | N/A      | N/A         | MA-96 | ****     | N/A         | *****                            |
| Customer Reimbursement (Canadian & 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 Export) 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 Export) 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 for vehicles within the New Vehicle Limited Warranty.
- \*\*\*\*\* 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.

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 Export

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 Export (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, 2002-2004 model year Cadillac Escalade EXT and Chevrolet Avalanche trucks, and 2003-2004 Chevrolet Kodiak and GMC TopKick 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 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 Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, 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        |
| Guam                  | 1-671-648-8650 |                       |
| Puerto Rico – English | 1-800-496-9992 |                       |
| Puerto Rico – Español | 1-800-496-9993 |                       |
| Virgin Islands        | 1-800-496-9994 |                       |
| GMICT                 | 1-800-862-4389 |                       |

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 40990; 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>.

**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, can be found at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information along with tools tailored to your specific vehicle. To join, visit [www.gm.com/recall](http://www.gm.com/recall), and enter your vehicle's 17-character vehicle identification number (VIN), shown on the enclosed customer reply form.

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  
04007