

April 2006

Dear General Motors Customer:

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

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 1999-2000 model year Chevrolet Silverado and GMC Sierra vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we have taken this action for your safety and continued satisfaction with our products.

## **I M P O R T A N T**

- Your vehicle is involved in safety recall 06019.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### **Why is your vehicle being recalled?**

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. If you removed the bumper, 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 we do?**

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**. It is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 to 30 minutes because of service scheduling requirements.

### **What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**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.**

Owners should NEVER permit an individual to sit on the opened (horizontal) tailgate when the vehicle is in motion. Even when the vehicle is operated at low speeds, individuals seated on the tailgate can easily lose their balance in response to vehicle maneuvers, unexpected jolts due to road conditions, etc. Individuals who fall from a moving vehicle may be seriously injured or killed.

**Did you already pay for this repair?**

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

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>

Division	Number	Text Telephones (TTY)
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	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied 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 St., SW, Washington DC 20590, 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>.

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

Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
06019