

**GM SERVICE AND PARTS OPERATIONS
DCS1568
URGENT DISTRIBUTE IMMEDIATELY**

Date: April 3, 2006
Subject: 06019 \ Product Safety Recall
Tailgate Support Cable Replacement
Models: 1999-2000 Chevrolet Silverado
1999-2000 GMC Sierra
To: All Chevrolet and GMC Dealers
Attention: Service Manager, Parts Manager and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Non Compliance Recall 06019 today. The total number of vehicles involved is 900,130. Please see the attached bulletin for details.

Mailing Information

Customer notification letter mailing will begin on April 10, 2006.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on April 4, 2006.

Service Information System (SI)

Bulletin 06019 is scheduled to be available on April 4, 2006.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in GM DealerWorld on April 3, 2006.

PLEASE DOUBLE CLICK ON THE ICON BELOW
THEN SINGLE CLICK ON THE LAUNCH BUTTON
TO VIEW OR PRINT THE BULLETIN
(See attached file: 06019 bulletin.pdf)

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Tailgate Support Cable Replacement

MODELS: 1999-2000 Chevrolet Silverado
 1999-2000 GMC Sierra

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 1999-2000 Chevrolet Silverado and GMC Sierra vehicles. 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** 1999-2000 Chevrolet Silverado and GMC Sierra vehicles built within these VIN breakpoints:

YEAR	DIVISION	MODEL	FROM	THROUGH
1999	Chevrolet	Silverado	X1100001	X1299265
1999	Chevrolet	Silverado	XE100001	XE256732
1999	Chevrolet	Silverado	XR102710	XR102710
1999	Chevrolet	Silverado	XZ100001	XZ214624
2000	Chevrolet	Silverado	Y1100002	Y1183191
2000	Chevrolet	Silverado	YE100002	YE196548
2000	Chevrolet	Silverado	YZ100001	YZ186131

VEHICLES INVOLVED, Cont'd.

YEAR	DIVISION	MODEL	FROM	THROUGH
1999	GMC	Sierra	X1500001	X1571405
1999	GMC	Sierra	XE500001	XE851659
1999	GMC	Sierra	XZ500001	XZ540998
2000	GMC	Sierra	Y1100003	Y1177443
2000	GMC	Sierra	YE100001	YE196549
2000	GMC	Sierra	YZ100002	YZ186108

Important: Dealers are to confirm vehicle eligibility through GMVIS prior to beginning repairs. Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a Campaign Initiation Detail Report with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US dealers - GM DealerWorld Recall Information
- Canadian dealers - GMinfoNet Recall Reports
- Export dealers - sent directly to dealers

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)	1 (If Req'd)
88980510	Cable, E/Gate (Left)	1 (If Req'd)
15224331	Washer	1-2 (If Req'd)
15074252*	Hinge, Pubx E/Gate	1 (If Req'd)

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

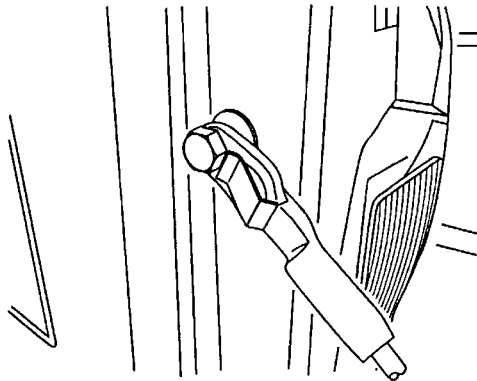
SERVICE PROCEDURE

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.

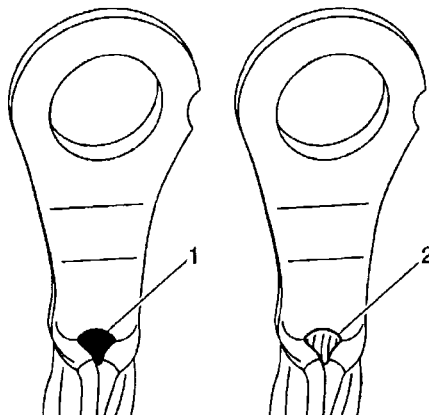
Support Cable Inspection

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



1537874

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

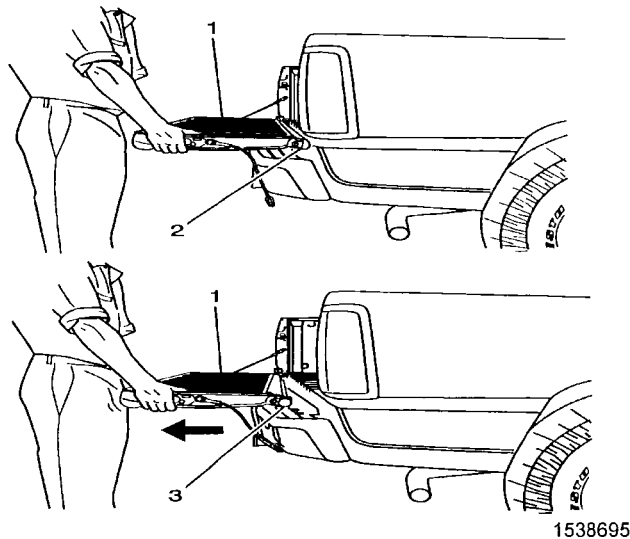


1545570

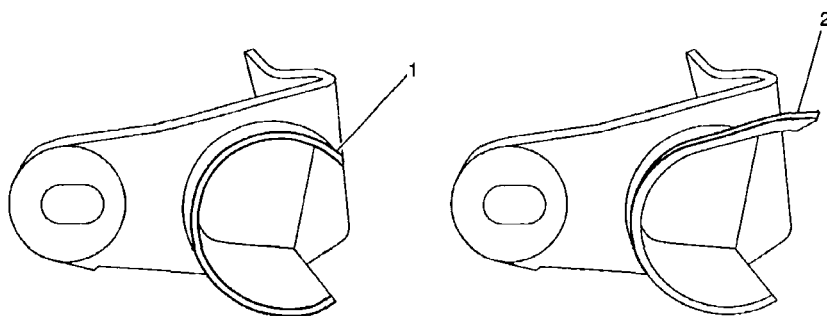
Important: In the above illustration, the clear sealant (1) is shown as black in color. This was done for illustration purposes only. If sealant is present on the support cables it will be clear or hazy (cloudy) in appearance.

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



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.



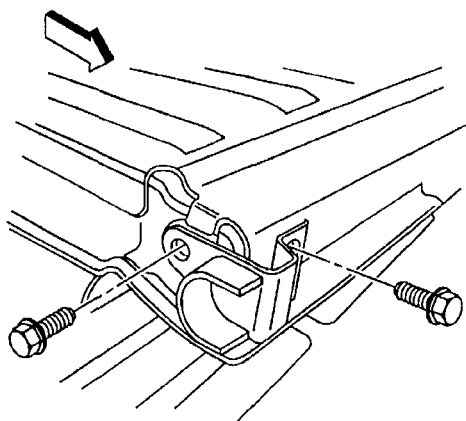
1538698

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

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: The NEW hinge being installed must be primed and painted in the body color prior to installation.

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

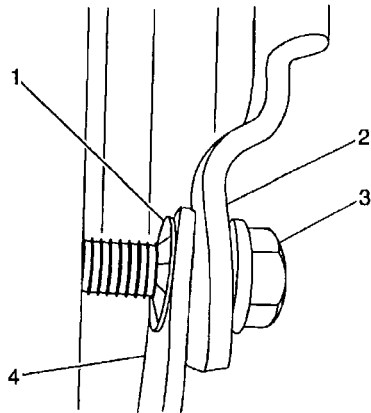
Tighten

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.

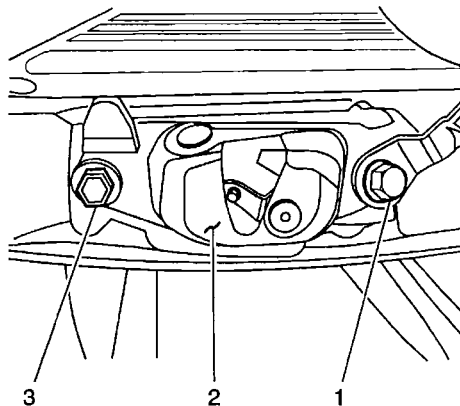
Support Cable Replacement

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.

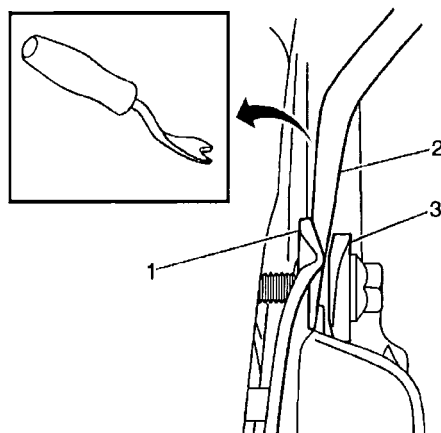


1537875

1. Loosen the bolt (1) that attaches the opposite end of the support cable to the latch assembly (2).
 - 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 GM US

All customer requests for reimbursement of previously paid 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 April 30, 2007.

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 COUNT	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)	0-1	---	*	MA-96	V1461	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)	2-5	---	**	MA-96	V1462	0.3	N/A
Add: Paint Time						0.2	*** \$4.50 USD \$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	V1463	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.



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