



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - EZ Lift Tailgate Operation

Models: 2007-2013 Chevrolet Silverado
2014 Chevrolet Silverado 2500 / 3500
2007-2013 GMC Sierra
2014 GMC Sierra 2500 / 3500
Equipped with EZ Lift Tailgate (RPO PPA)

Condition/Concern

A customer may comment that their tailgate may not lower slowly like the New 2014 Silverado 1500 / Sierra 1500 models. The tailgate will have assist when lifting (closing).

Recommendation/Instructions

Vehicles called-out in the Models section are equipped only with an EZ Lift (closing) Tailgate. The New 2014 Silverado 1500 / Sierra 1500 models are equipped with an EZ Lift and Lower Tailgate.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle.

Please share this information with the customer, including a copy of this message.

ADDITIONAL SI KEYWORDS:

close e easy gate lifting open opening raise raising tail z

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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