



Service Bulletin

PRELIMINARY INFORMATION

Subject: EZ Lower Tailgate Opens Too Quickly / Additional Effort To Close

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
with EZ Lift and Lower Tailgate (RPO PPA)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some owners may comment that their EZ Lift and Lower tailgate opens too quickly. The average time for the tailgate to open is approximately 2-6 seconds. If additional add-on equipment has been added to the tailgate, this will affect the rate at which the tailgate opens. Examples may include such items as a bedliner, tailgate mat, etc.

Additional information on the EZ Lift and Lower Tailgate components and functions:

EZ Lower - There is a dampener attached to the right tailgate hinge, and it can be accessed by removing the right tail lamp assembly. This dampener is only used for the EZ Lower feature and does not provide any assist when closing the tailgate.

EZ Lift - The left tailgate hinge incorporates a torque rod. This torque rod is only used for the EZ Lift feature, and does NOT provided any dampening for the EZ Lower feature.

Recommendation/Instructions

If the tailgate opens within approximately 2-6 seconds, no repairs should be made.

Note: Add-on equipment may cause the EZ Lift and Lower tailgate to open faster than the normal 2-6 seconds. Such equipment may also require additional effort to close the tailgate.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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