



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Tailgate Cable Slack

**Models:** 2002-2013 Cadillac Escalade EXT  
2002-2013 Chevrolet Avalanche  
2004-2012 Chevrolet Colorado  
2015 Chevrolet Colorado  
1998-2000 Chevrolet C/K Classic  
1999-2015 Chevrolet Silverado  
1998-2004 Chevrolet S10  
2004-2012 GMC Canyon  
2015 GMC Canyon  
1998-2000 GMC C/K Classic  
1999-2015 GMC Sierra  
1998-2004 GMC Sonoma

*This PI was superseded to update Model Years. Please discard PIT3227J*

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

### Condition/Concern

Some customers may comment that with the tailgate down, one of the tailgate cables may have slack in it.

### Recommendation/Instructions

**Important:** If involved, complete the latest version of Campaign 04007 prior to referencing this information.

No repair attempts should be made as this is normal due to build variation. In most cases, when weight is put on the tailgate, the slack comes out of the cable.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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.

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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.

