



Service Bulletin

PRELIMINARY INFORMATION

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

Models: 2014 Chevrolet Silverado 1500
2015-2017 Chevrolet Silverado
2014 GMC Sierra 1500
2015-2017 GMC Sierra
With EZ Lift and Lower Tailgate (RPO PPA)

This PI was superseded to update Model Years, condition and recommendation. Please discard PIT5251A.

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 and/or has additional effort to close the tailgate.

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 provide any dampening for the EZ Lower feature.

Recommendation/Instructions

1. If additional add-on equipment has been added to the tailgate, this will affect the rate at which the tailgate opens, and the effort required to close it. Examples may include such items as a bed liner, tailgate mat, etc. Before any in-depth repairs/diagnosis is done, any add-on equipment needs to be removed.
2. The average time for the tailgate to open is approximately 2-6 seconds. If the tailgate opens within approximately 2-6 seconds, no repairs should be made.
3. If the tailgate opens too quickly, inspect the right tailgate bushing. The right tailgate bushing (1) has a double flat design which keys/splines the tailgate to the dampener shaft (2). If the right tailgate bushing (1) becomes deformed/cracked/broken/etc., the dampener will no longer be keyed/spined to the tailgate. This can cause the tailgate to open too quickly. The tailgate bushing would need to be replaced to correct this concern.



4. If the tailgate has additional closing effort, inspect for improper lubrication at the left tailgate hinge bushing. The left tailgate hinge should be lubed during scheduled maintenance to prevent increased operating effort or noisy operation. Refer to the latest version of bulletin 13-08-66-001 for more information.

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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