



Service Bulletin

INFORMATION

Subject: Tailgate Contacts Bed Floor When Closed

Models: 2014 Chevrolet Silverado 1500
2015-2016 Chevrolet Silverado
2014 GMC Sierra 1500
2015-2016 GMC Sierra
Built Prior to October 1st, 2015

This PI has been revised to add repair information. Please discard PIT5498.

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

Condition/Concern

Some owners may comment that the tailgate contacts the bed floor when the tailgate is closed. This can occur on vehicles with or without the factory spray in bedliner (RPO CGN).



Recommendation/Instructions

Engineering has released an updated tailgate to correct this concern. Replace the tailgate using the applicable updated part number reflected below.

If the pickup is equipped with a spray-in bed liner, please follow latest version of Service Bulletin 12-08-51-002D: Spray-in Bed Liner General Information and Repair Procedures and submit the cost in Net.

Parts Information

Part Number	Description	Qty
23418939	Manual Tailgate	1
23418940	EZ Lift and Lower Tailgate (RPO PPA)	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
1414650	Endgate Replacement	Use Published Labor Operation Time

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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