



Service Bulletin

Bulletin No.: 20-NA-059


Date: June, 2020

TECHNICAL

Subject: Pickup Box Endgate Will Not Fully Close by Itself

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019			All	All
GMC	Sierra 1500 (New Model)						
Chevrolet	Silverado 1500	2020	2020				
	Silverado 2500HD/ 3500HD						
GMC	Sierra 1500						
	Sierra 2500HD/ 3500HD						

Involved Region or Country	North America, Middle East, Israel
Additional Options (RPOs)	Equipped with GATE FUNCTION-POWER (QT6).
Condition	Some customers may comment that the power up/down pickup box endgate will not fully close when using the power option.
Cause	The cause of the condition may be the endgate may be misaligned, causing a bind.
Preliminary Procedure	<p>Some vehicles, which have a tonneau cover installed, may be affected by a similar Condition, however the Cause and Correction are completely different from this bulletin. On these vehicles, it will be necessary rule out the tonneau cover as the possible Cause of the condition:</p> <ol style="list-style-type: none"> 1. Open the rear end panel of the tonneau cover. 2. Cycle the power tailgate 5 times using push button activation for auto open and close. <ul style="list-style-type: none"> • If the power endgate Does function properly, DO NOT proceed with this bulletin repair, but move on to Bulletin # 20-NA-044 and complete the tonneau adjustment procedure. • If the power endgate still DOES NOT function properly, continue on and complete the Correction outlined in this bulletin.

<p>Correction</p>	 <p style="text-align: right; font-size: small;">4992376</p>
<p>Upon verifying the condition, adjust the endgate (1). Refer to <i>Endgate Adjustment</i>, in SI.</p>	

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1414652	Endgate Adjustment	Use Published Labor Operation Time

Version	2
Modified	Released March 06, 2020 Revised June 04, 2020 – Added Preliminary Procedure before Correction

