



Service Bulletin

Bulletin No.: PIT6543

Date: September, 2026

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Tailgate Ajar Message / Tailgate Inoperative / NO related DTCs

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A or D)	2022		All	All	All	All
Chevrolet	Silverado 1500	2023-2026		All	All	All	All
Chevrolet	Silverado 2500	2024-2026		All	All	All	All
Chevrolet	Silverado 3500	2024-2026		All	All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H or U)	2022		All	All	All	All
GMC	Sierra 1500	2023-2026		All	All	All	All
GMC	Sierra 2500	2024-2026		All	All	All	All
GMC	Sierra 3500	2024-2026		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	QT5 With QK2
Condition	Some customers may comment on a "Tailgate Ajar" message being displayed even though the tailgate is fully closed. In addition, the minor (inner) and/or major (outer) tailgate will not release. This PI provides additional diagnostic information for vehicles exhibiting a Tailgate Ajar message after all applicable Service Information (SI) diagnostics have been completed and no faults have been identified with the tailgate ajar signal circuit (7295). The tailgate ajar message does NOT solely activate based on the input to the BCM on the ajar signal circuit 7295. The message can be displayed if the BCM is commanding the minor/inner tailgate to release, regardless of if the BCM received the ajar signal input on circuit 7295 or if the gate opens or not. In this situation, the BCM assumes the gate is open because it has issued a release command to the tailgate relays to open the gate, even if no corresponding ajar signal is received. Because the BCM commanded a gate release it turns on the tailgate ajar message. If the BCM commands a tailgate release but does not receive the tailgate ajar signal on circuit 7295 (due to the gate not opening), it will disable any further release commands. This will typically occur after approximately three tailgate release attempts without receiving a valid ajar signal input. Once the BCM disables the release function, the taillamps may flash at a quicker rate when a tailgate release button is pressed, further indicating that additional release commands have been inhibited. This behavior can make diagnosis more challenging because the BCM may appear to be inoperative when it has intentionally disabled the release function due to the missing tailgate ajar input caused by the tailgate not actually opening when commanded by the BCM.

	One way to re-enable the BCM's release command function is to disconnect the battery for one minute and then reconnect it. Once power is restored, the BCM will allow a few release attempts, the taillights will flash at their normal rate, and this will provide an opportunity to perform diagnostic testing on the tailgate release system.
Cause	This condition can be caused when there is a fault within the tailgate release system such as but not limited to; tailgate release relays KR192, KR191G, KR191S, fuses (F17DL), actuators, related circuits, grounds, etc. which control the tailgate release actuators.

Correction

Use the information above to support further diagnostics. As an additional diagnostic aid, after performing a battery disconnect and reconnect to re-enable the BCM release function, listen closely for the endgate relay(s) to click when a tailgate release button is pressed. Keep in mind that the BCM will only allow a limited number of release attempts before disabling the function again.

Verifying relay operation is an important step, as it can help determine the direction of the next diagnostic actions. If both the major and minor gate functions are inoperative, yet the relays can be heard cycling, inspect circuit 7730 for an open or high resistance condition or open fuse. Both the major and minor gate actuators share this circuit as their ground path and the same fuse for their power, making them common points of failure that could affect operation of both gates.

Warranty Information

The correction for this concern may be one of several repairs described in the diagnostic tips above, for vehicles repaired under warranty please use the appropriate warranty labor operation based on the actual cause and repair.

For wiring repairs covered under warranty, please refer to latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs.

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