



Preliminary Information

PIT3227P Normal Characteristic - Tailgate Cable Slack

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2002 - 2013	All	All	All	All
Chevrolet	Avalanche	2002 - 2013	All	All	All	All
Chevrolet	Colorado	2004 - 2012	All	All	All	All
Chevrolet	Colorado	2015 - 2019	All	All	All	All
Chevrolet	C/K Classic	1998 - 2000	All	All	All	All
Chevrolet	Silverado	1999 - 2019	All	All	All	All
Chevrolet	S10	1998 - 2004	All	All	All	All
GMC	Canyon	2004 - 2012	All	All	All	All
GMC	Canyon	2015 - 2019	All	All	All	All
GMC	C/K Classic	1998 - 2000	All	All	All	All
GMC	Sierra	1999 - 2019	All	All	All	All
GMC	Sonoma	1998 - 2004	All	All	All	All

Supersession Statement

This PI was superseded to add the 2019 Model Years. Please discard PIT3227N.

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 or one cable may be perceived to be longer by the customer.

Recommendations / 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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