

# SERVICE INFORMATION COMMUNICATION TEMPLATE

(Please refer to instruction sheet)

Date/Revision: Issue/Concern: File Name: SICT  
FIND FPR # 24 Hour Case #  
Template Author: Position: Phone Number: VME Node:

Type of Communication: (Check all that apply)

PI: [Click Here](#) [Click Here](#) [Click Here](#)

(PI# )

Bulletin: [Click Here](#) [Click Here](#) VME: [Click here](#)

Other:  Techlink Article  IDL  VSSM Library  Admin Msg  Talking Paper

Is FPE or legal approval required? (i.e., safety, emissions, compliance):  Yes  No

Divisions: (Check all that apply)

Chevrolet  Pontiac  Oldsmobile  Buick  Cadillac  GMC  Saturn  Isuzu  HUMMER

Model Year (s): 2003

Model(s) Involved: Full Size Pickups and Utilities

Specific Options/RPO Codes Involved:

Subject/Title:

Customer Concern:

Cause (Required for Bulletin):

Recommendation (Required for PI):

Correction (Required for Bulletin):

Service Information Text (Required for VME, VSSM Library or Admin. Msg.):

Sierra / Silverado ( GMT 800 ) 1999-2003. Door Hinge Replacement Kit

Steve Love ( 586 ) 947-8820

Customers may comment that their door sags / hard to open /close. Currently dealers are cutting /replacing the door hinges, bushings, etc, and with parts, paint and labor of about 8-9 hours , the repair cost can be expensive. This is to advise you of a door hinge pin and bushing kit that is available through Ken-Co Industries LTD.Burlington, Ontario, Canada. Dealers / fleets can obtain this Kit ( P/N 99CPU-TD ) by calling 1-800-263-4283 or by fax at ( 905 ) 335-1829 or by E-mail at [info@ken-co.com](mailto:info@ken-co.com) to the attention of Ken Spragg. It will require two ( 2 ) kits per Per door with a minimum quantity of six ( 6 ) kits per order. Each kit contains 2 brass bushings, 2 zinc coated hinge pins, 2 nyloc locknuts, one washer and replacement instructions. These kits will allow dealer / fleet to replace / realign the door without having to cut off current hinge and weld on a new hinge in about one hour with no paint involved. Cost of the kits is six ( 6 ) kits at US\$39.95 each or 12 kits at US\$31.95 each. Accounts can be set up by downloading a credit app from their website ( [www.ken-co.com](http://www.ken-co.com) ) and faxing to ( 905 ) 335-1829. In addition, line art and detailed installation instructions can be obtained from supplier's web site ( [www.ken-co.com/pindoc](http://www.ken-co.com/pindoc) ).

Issue Champion:

Additional Name(s) for information:

Phone:

Phone:

VME Node:

VME Node:

**\*\*\*THIS SECTION IS FOR BULLETIN REQUESTS ONLY\*\*\***

Estimated Total Number of Vehicles Involved: \_\_\_\_\_

[Click here](#)

Is the Item on CPIT Single Issues List?  Yes  No

If yes, supply PRTS Number:

Is Fix Being Implemented into Production:  Yes  No

If yes, supply EWO Number: \_\_\_\_\_ Date: \_\_\_\_\_

Has stock disposition been communicated to GMSPO?  Yes  No

Are VIN Breakpoints Involved:  Yes  No

If yes, supply VIN breakpoints (for all plants)

If VIN breakpoints are unknown, supply contact; Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Are parts required?  Yes  No

Old P/N (If applicable): \_\_\_\_\_

New P/N: \_\_\_\_\_

Parts supplier/contact: \_\_\_\_\_

Phone: \_\_\_\_\_