

Part 573 Safety Recall Report

15V-415

Manufacturer Name : General Motors LLC**Submission Date :** OCT 26, 2016**NHTSA Recall No. :** 15V-415**Manufacturer Recall No. :** 15240**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 30001 VAN DYKE
MAIL CODE 480-210-2V WARREN MI
48090

Company phone : 5961733

Population :

Number of potentially involved : 691,144

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2008-2012 Buick Enclave

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2008 - 2012 Buick Enclave vehicles with a power liftgate

Production Dates : JAN 03, 2007 - MAR 09, 2012

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 2 : 2007-2010 Saturn Outlook

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2007-2010 Saturn Outlook vehicles with a power liftgate

Production Dates : AUG 17, 2006 - MAR 18, 2010

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 3 : 2007-2012 GMC Acadia

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2017-2012 GMC Acadia vehicles with a power liftgate

Production Dates : SEP 15, 2006 - MAR 09, 2012

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 4 : 2009-2012 Chevrolet Traverse

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2009-2012 Chevrolet Traverse vehicles with a power liftgate

Production Dates : JUL 06, 2008 - MAR 09, 2012

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2008-2012 model year Buick Enclave, 2009-2012 model year Chevrolet Traverse, 2007-2012 model year GMC Acadia, and 2007-2010 model year Saturn Outlook vehicles with the power liftgate option. These vehicles have a condition in which the gas struts that hold the liftgate up may prematurely wear. These vehicles have a Prop Rod Recovery system intended to accomplish a controlled, slow return of the liftgate to the closed position if the liftgate's gas struts are no longer capable of supporting the weight of the liftgate. However, in these vehicles, the liftgate's Prop Rod Recovery system software may be unable to detect/stop a liftgate with prematurely worn gas struts from falling too quickly after the liftgate is opened.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If this condition occurs, it may introduce the opportunity for injury due to contact of the liftgate door with a person's head/body.

Description of the Cause : These vehicles have gas struts that are oriented in a way that allows dirt particles to penetrate between the piston rod and the guiding bushing package, which can prematurely wear the gas struts. In addition, the liftgate's Prop Rod Recovery system software may be unable to detect/stop a liftgate with prematurely worn gas struts from falling after the liftgate is opened.

Identification of Any Warning that can Occur : As the vehicle's gas struts wear, the liftgate's Prop Rod Recovery system will operate to slowly return the liftgate to the closed position. The vehicle will also provide audible warnings and flash the tail lamps to indicate there is a problem.

Supplier Identification :**Component Manufacturer**

Name : Stabilus Inc.

Address : 1201 Tulip Drive

Gastonia NORTH CAROLINA 28052-1898

Country : United States

Chronology :

In September 2010, GM investigated an incident of power liftgate failure reported by a company vehicle driver. Considering the low rate of incidents in the field, a decision was made on September 22, 2010 to close the investigation but to continue monitoring field reports.

In November 2014, GM's Emerging Issues group investigated two Speak Up For Safety cases related to power liftgates, and a formal investigation was opened on March 17, 2015. Between April and June 2015, investigators reviewed field data relating to the condition, conducted a read across of vehicles equipped with power liftgate systems, and tested various motor actuator software calibrations. On June 17, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall. On October 19, 2016, SFADA decided to extend the production window on 2012 vehicles to include those built between February 29, 2012 and March 9, 2012.

Description of Remedy :

Description of Remedy Program : Dealers will reflash the power liftgate actuator motor ECU with a new software calibration intended to mitigate the condition. Additionally, dealers applying the reflash remedy to a vehicle will verify power liftgate operation following the reflash. Pursuant to 577.11, GM will provide reimbursement to owners for repairs completed on or before ten days after the owner mailing is completed, according to the plan submitted on May 20, 2015.

How Remedy Component Differs from Recalled Component : The new software calibration is designed to mitigate liftgate behavior exhibited when gas struts are weakened.

Identify How/When Recall Condition was Corrected in Production : Vehicles built on or after March 1, 2012, have struts re-oriented in such a way to make them less susceptible to dirt intrusion between the piston rod and the guiding bushing package.

Recall Schedule :

Description of Recall Schedule : General Motors will provide the dealer bulletin notification dates when available.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported