

GM CUSTOMER CARE AND AFTERSALES
DCS3696
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 25, 2015

Subject: Upcoming Safety Recall 15240
Power Liftgate Prop Rod Recovery

Models: 2007-2010 Saturn Outlook
2007-2012 GMC Acadia
2009-2012 Chevrolet Traverse
2008-2012 Buick Enclave
Equipped with Power Liftgate Option (RPO TB5 or E61) and
Built Prior to March 1, 2012

To: All General Motors Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
Warranty Administrator

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves certain 2007-2010 model year Saturn Outlook; 2007-2012 model year GMC Acadia; 2009-2012 model year Chevrolet Traverse; and 2008-2012 model year Buick Enclave vehicles equipped with the power liftgate option (RPO TB5 or E61) and built prior to March 1, 2012. The GM safety recall number is 15240.

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

Dealers will reprogram the power liftgate actuator motor ECU with a new software calibration intended to mitigate the condition. Additionally, dealers applying the reprogram remedy to a vehicle will verify power liftgate operation following the reprogram.

This is a courtesy notification to dealers. Dealers will be advised when the recall bulletin is scheduled for release.

The Investigate Vehicle History screen in the Global Warranty Management system has been updated for this upcoming safety recall. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time.

END OF MESSAGE
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