

GM CUSTOMER CARE AND AFTERSALES
DCS3733
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 4, 2015

Subject: Upcoming Safety Recall 15240
Power Liftgate Prop Rod Recovery
Customer Advisory Letter Mailing

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,
and Warranty Administrator

On June 25, 2015, all GM dealers were advised of upcoming safety recall 15240. This product field action 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.

As required by federal regulation, customer advisory letters were mailed on August 3, 2015. The letter informs involved customers about this safety recall even though the parts needed to repair their vehicles are currently not available. A generic copy of the letter is attached to this message. The letter also advises that when parts are available, they will receive another letter from GM instructing them to contact their dealer to arrange a service appointment for this repair.

These vehicles have a condition in which the gas struts that hold the lift gate up may prematurely wear. These vehicles have a Prop Rod Recovery system intended to accomplish a controlled, slow return of the lift gate to the closed position if the lift gate's gas struts are no longer capable of supporting the weight of the lift gate. However, in some cases, the lift gate's Prop Rod Recovery system software may be unable to detect/stop a lift gate with prematurely worn gas struts

from falling too quickly after the lift gate is opened. If the open lift gate unexpectedly falls, it may strike a person, increasing the risk of injury.

To correct this condition, 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.

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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