



# Recall Bulletin

## PRODUCT SAFETY RECALL

**SUBJECT:** Power Lift Gate Prop Rod Recovery

**MODELS:** 2008-2012 Buick Enclave  
2009-2012 Chevrolet Traverse  
2007-2012 GMC Acadia  
2007-2010 Saturn Outlook  
Built Prior to March 1, 2012 and Equipped with Power Lift Gate (TB5 or E61)

This bulletin has been revised to include specific instructions for Canadian dealers to access the training video. Please discard all copies of bulletin number 15240.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2008-2012 model year (MY) Buick Enclave, 2009-2012 MY Chevrolet Traverse, 2007-2012 MY GMC Acadia, and 2007-2010 MY Saturn Outlook vehicles built prior to March 1, 2012 and equipped with a power lift gate (TB5 or E61). These vehicles may 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.

### CORRECTION

Dealers will reprogram the Accessory and Lift Gate Control Module with a new software calibration intended to mitigate the condition. Additionally, after reprogramming the vehicle, dealers will verify power lift gate operation. If this functionality check reveals that the reprogramming was ineffective because one or both lift gate gas struts are no longer capable of supporting the weight of the lift gate, dealers are to replace both struts.

**Note:** If the lift gate gas struts do not require replacement when the Accessory and Lift Gate Control Module is reprogrammed but one or both struts subsequently fails during the 90 day period after the reprogramming event, dealers are to replace both struts at **no charge** to the customer in the interest of customer satisfaction. Dealers should submit a policy warranty transaction to cover this service. Depending on a dealer's self-authorization or empowerment

level, this ZREG transaction type may require wholesale authorization. However, since lift gate gas strut replacement is normally considered a maintenance item, if a strut fails after the 90 day period, replacement of one or both struts should not be covered and should be considered as a customer pay issue.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART INFORMATION

#### **Parts Pre-Shipment for U.S. and Canada Dealers**

An initial supply of lift gate struts is being pre-shipped to involved dealers of record to supplement existing dealer on-hand inventory. This pre-shipment began on November 5, 2015 and will conclude during the week of November 9th. Pre-shipped parts will be charged to dealer's open parts account. Normal dealer orders will be canceled while the pre-shipment is in progress.

#### **Parts Pre-Shipment for Export Dealers**

Contact your General Motors Customer Care and Aftersales (GMCCA) parts representative, and an order can be placed on your behalf.

#### **Following the Parts Pre-Shipment**

Parts required to complete this recall are to be obtained from GMCCA. **It will be necessary for dealers to complete the software installation portion of the service procedure to determine if replacement parts (lift gate struts) are necessary.**

**Note:** Due to flight restrictions for the transport of hazardous material shipments, replacement lift gate struts cannot be air freighted for overnight delivery. Orders will arrive via FedEx Ground or with the normal PDC delivery. Therefore, dealers should only order as DRO = Daily Replenishment Order or CSO = Customer Special Order. All orders will be reviewed before processing. Please do not place orders as SPAC as this will delay shipment of the order and will not provide visibility of the order in the parts ordering system.

Part Number	Description	Quantity/Vehicle
22918205	Lift Gate Strut – Right (Outlook/Acadia)	1 (If Required)
22918204	Lift Gate Strut – Left (Outlook/Acadia)	1 (If Required)
22976292	Lift Gate Strut – Right (Traverse)	1 (If Required)
22976291	Lift Gate Strut – Left (Traverse)	1 (If Required)
22918207	Lift Gate Strut – Right (Enclave)	1 (If Required)
22918206	Lift Gate Strut – Left (Enclave)	1 (If Required)

## SERVICE PROCEDURE

**Note:** A training video is available on the GM Center of Learning web site ([centerlearning.com](http://centerlearning.com)) to help technicians determine the performance of the power lift gate support struts after the required reprogramming has been performed. After logging into the web site, U.S. dealers should select Resources, then Video on Demand and then click on 10215.11D - November 2015 Emerging Issues. The video will be in the trucks segment.

In Canada, dealers should access the GM Centre of Learning web site, then follow this path: Resources / Video on Demand / GM Pro Centre of Learning / Service Technical / Recall 15240 Post Inspection.

**Note:** Carefully read and follow the instructions below.

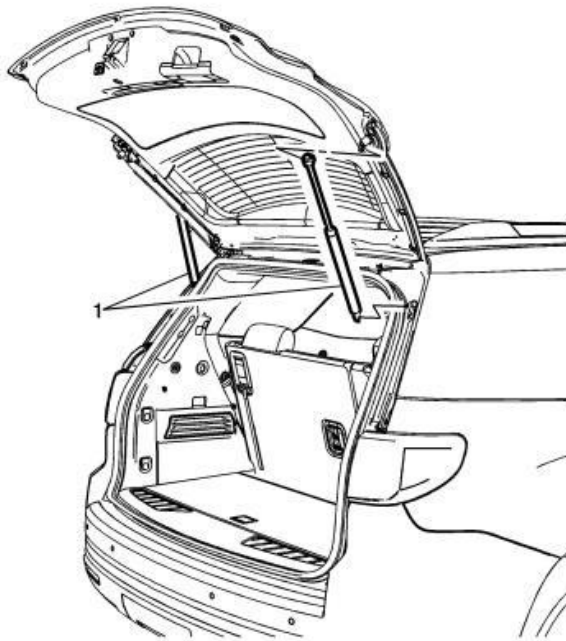
- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the ECU is not properly configured with the correct calibration software, the ECU will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or ECU damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

1. Reprogram the Power Lift Gate Module (PLGM). Refer to *Lift Gate Control Module Programming and Setup* in SI.
2. After the new programming is installed, verify the function of the lift gate.
  - If the lift gate **DOES** function properly, insure that both lift gate struts are installed with the rod end facing downward. See the Lift Gate Strut Orientation section below for proper strut orientation.
  - If the lift gate **DOES NOT** function properly as demonstrated in the training video referenced at the beginning of this service procedure:
    - One or both struts fail to hold the lift gate open – replace both lift gate struts.
    - Lift gate only opens partially and then reverses to close - replace both lift gate struts.

Refer to *Lift Gate Strut Replacement* in SI. Also see the Lift Gate Strut Orientation section below for additional installation information.

### Lift Gate Strut Orientation

**Note:** GM engineering has determined that improved durability of the lift gate strut can be realized by installing the strut assembly with the rod end facing downward (attached to the lift gate) when the lift gate is in the closed position. In this orientation, dust and dirt does not collect on the strut housing to rod seal, which can cause wear on the seal.



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**Note:** When replacing or repositioning the lift gate struts, install the strut assembly with the strut body end attached to the vehicle body and the rod side attached to the lift gate (1).

**Note:** A copy of the notice on the last page of this bulletin should be given to the customer upon completion of this service procedure. This notice provides important information about power lift gate operation.

### CUSTOMER REIMBURSEMENT - For U.S.

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by November 30, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**Note:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

### CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2016.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

### COURTESY TRANSPORTATION – For U.S. and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within

the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note:** To avoid having to "H" route a customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9101483	Reprogram Accessory and Lift Gate Control Module with SPS ADD: Reorient or Replace Both Lift Gate Struts	0.3 0.2	N/A
9101872	Customer Reimbursement Approved	0.2	*
9101873	Customer Reimbursement Denied - For U.S. Dealers Only	0.1	N/A

**Note:** Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

**Note:** If the lift gate gas struts do not require replacement when the Accessory and Lift Gate Control Module is reprogrammed but one or both struts subsequently fails during the 90 day period after the reprogramming event, dealers are to replace both struts at **no charge** to the customer in the interest of customer satisfaction. Dealers should submit a policy warranty transaction to cover this service. Depending on a dealer's self-authorization or empowerment level, this ZREG transaction type may require wholesale authorization. However, since lift gate gas strut replacement is normally considered a maintenance item, if a strut fails after the 90 day period, replacement of one or both struts should not be covered and should be considered as a customer pay issue.

#### CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

#### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

#### DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.



The U.S. National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the U.S. National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





# IMPORTANT SAFETY RECALL

November 2015

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in all 2008-2012 model year (MY) Buick Enclave, 2009-2012 MY Chevrolet Traverse, 2007-2012 MY GMC Acadia, and 2007-2010 MY Saturn Outlook vehicles built prior to March 1, 2012 and equipped with a power lift gate. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM recall 15240.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Your vehicle may have a condition in which the gas struts that hold the lift gate up may prematurely wear. Your vehicle has 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.

### What will we do?

Your GM dealer will reprogram the Accessory and Lift Gate Control Module with a new software calibration intended to mitigate the condition. Additionally, after reprogramming the vehicle, your dealer will verify power lift gate operation. If this functionality check reveals that the reprogramming was ineffective because one or both gas struts are no longer capable of supporting the weight of the lift gate, your dealer are to replace both struts. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the approximate service correction time of 30 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will



expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2016, unless state law specifies a longer reimbursement period.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Saturn	1-800-553-6000	1-800-833-6000
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V415.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall #15240

**When the vehicle is returned to the customer, it is very important to review and give them a copy of the notice provided below. Please reproduce locally.**

Dear General Motors Customer:

Your dealer has performed the following activities on your vehicle:

- Reprogrammed the Accessory and Lift Gate Control Module with a new software calibration that will address the condition described in your safety recall letter.
- Inspected the two gas struts that hold the lift gate open to ensure that they are working as intended.
- Verified proper operation of the power lift gate feature.

Even though these activities have been performed on your vehicle, please note that the gas struts used to hold the lift gate may still need to be replaced periodically.

When the power lift gate feature is used to open the lift gate after the gas struts have lost the ability to hold the lift gate open, the enhanced safety system is designed to engage and automatically reverse the gate to close in a controlled manner to eliminate the possibility of a free fall condition. Your vehicle may emit audible “beeps” if this condition exists.

Please contact your dealer if you observe this condition while operating the power lift gate to arrange for a service appointment to have your power lift gate inspected.

We sincerely apologize for any inconvenience or concern that this situation may have caused you. We also want you to know that we will continue to do our best to ensure that your vehicle provides you with many miles of safe and enjoyable driving.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

GM Recall #15240