



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Power Liftgate Will Only Work With RKE Fob

**Models:** 2009-2013 Cadillac Escalade, Escalade ESV  
2009-2013 Chevrolet Suburban, Tahoe  
2009-2013 GMC Yukon Models  
with Rear Power Liftgate (RPO E61)

*This PI was superseded to update model years. Please discard PIT4937A.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some customers may state that the rear power liftgate is inoperative with the inside switch and the outside door handle. The customer may also state that when this happens, the power liftgate will work ok from the RKE key fob.

### Recommendation/Instructions

Starting in Mid-Model Year 2009, we have changed the requirements for opening the power liftgate from the inside switch and the outside door handle. The change requires all the doors to be unlocked before opening the power liftgate. This can be accomplished by pressing the unlock button on the key fob twice or pressing the unlock button on the door panel. The change only applied to the power liftgate module when using the inside switch and the outside door handle. The power liftgate will open at any time when pressing the power liftgate button on the RKE Fob.

Some 2009 Model Year vehicles that were built in calendar year 2008 may have older software and may not operate as described above. This may only be a concern if a customer compares this vehicle with a fellow neighbor that was built in calendar year 08. Both vehicles are built to factory specs and no parts should be replaced to change the operation of either vehicle.

**Note:** If a customer has a complaint where the power liftgate is inoperative, have the customer press the unlock button on the door panel and then see if the liftgate starts to work before starting with normal diagnosis.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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