



Service Bulletin

PRELIMINARY INFORMATION

Subject: Power Liftgate Closes Immediately After Fully Opening

Models: 2008 - 2013 Buick Enclave
2009 - 2013 Chevrolet Traverse
2007 - 2013 GMC Acadia
2007 - 2010 Saturn OUTLOOK

This PI was superseded to update model years. Please discard PIT4374B.

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

Condition/Concern

A customer and/or technician may comment that when using the Power Liftgate, it will open fully, drop a few inches, then power close. There will likely be a loud noise as the clutch engages during this event.

Recommendation/Instructions

1. Turn off the Power Liftgate using the Disable Switch in the bottom of the center stack.
2. Manually open the liftgate to the full open position using the Release Switch on the exterior liftgate pull handle.
3. Verify that the liftgate will remain at or near the full open position for several minutes.
4. If the liftgate will not remain open, replace the liftgate strut(s) that are weak.
5. Though both struts should be inspected for weakness, it is often only the LH strut that requires replacement.

Note: The LH and RH Assist Struts have two different part numbers and each should be installed in its proper location.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
C0740	Liftgate Window Strut Replacement	Use Published Labor Operation Time

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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