



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Power Liftgate Inoperative With Key Off

**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*This PI was superseded to update model years and add warranty information. Please discard PIT4429C.*

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

### Condition/Concern

Some customers may state the power liftgate is inoperative from all the switches and the keyless entry transmitter only with the ignition in the off position. If the ignition is in the accessory or the run position, the liftgate will operate correctly.

### Recommendation/Instructions

If you experience this concern, check for power on the "Accessory Wake Up Data Line" going to the ECM and the TCM. With the key in the accessory position, check for battery voltage on circuit 5985 going to the ECM and to the TCM.

If no voltage is present with the key in the accessory position, check for a wiring or pin fit concern.

### Warranty Information

For wiring repairs covered under warranty, please refer to latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs.

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.

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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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