



Service Bulletin

PRELIMINARY INFORMATION

Subject: Clunk Or Pop Type Noise From Power Lift-Gate Assembly At Full Open Position

Models: 2014 Buick Enclave
2014 Chevrolet Traverse
2014 GMC Acadia

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

Condition/Concern

Some customers may state there is a clunk or pop type noise coming from the power lift-gate assembly when the lift-gate reaches the full open position. They may also notice that the lift-gate drops slightly when this occurs. This noise may be more noticeable when cold outside.

Recommendation/Instructions

If the struts are not weak and can hold the lift-gate open, the struts should NOT be replaced and this noise should be considered a normal condition.

Once the lift gate reaches the full up position, the power lift-gate clutch disengages - leaving the struts to hold the gate in the full up position. It is the clutch disengagement that causes this noise.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

ADDITIONAL SI KEYWORDS:

liftgate lift gate

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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