



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Pop Or Scrape Noise When Liftgate Or Glass Is Opened Or Power Liftgate Reverses

**Models:** 2015 Chevrolet Suburban and Tahoe  
2015 GMC Yukon and Yukon XL  
Built prior to 3/11/14

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

### Condition/Concern

Some owners may comment when the lift gate or lift glass is opened, there is a pop or scrape noise. In some cases, the power lift gate (if equipped) may reverse when opening.

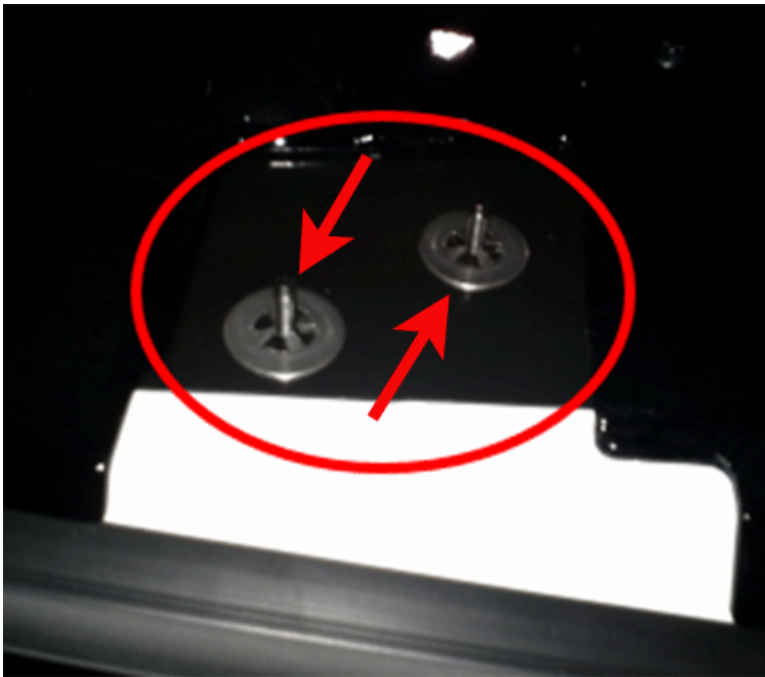
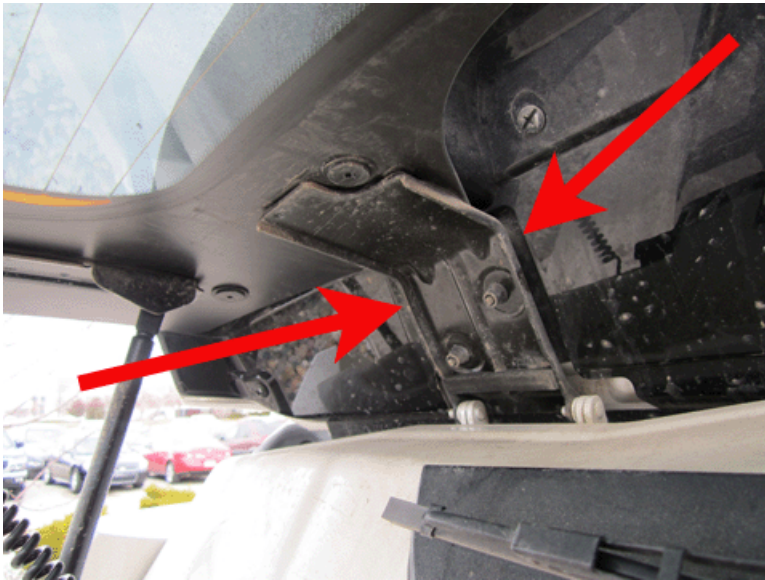
This concern could be caused by the lift gate spoiler contacting the roof and is more noticeable with thermal expansion caused by the sun.

### Recommendation/Instructions

To correct this concern, perform the following:

1. Some trucks are equipped with shims located between the left hinge and spoiler, as shown below. If shims are present, remove them and reassemble. The complete spoiler does not need to be removed to access the shims.  
After removing all of the spoiler attachment fasteners, close the liftglass and lift up on the spoiler to inspect for shims and remove them if they are present. Retest for the concern by parking the truck in the sun for a few hours and see if this corrected the concern. If the concern is not corrected, continue to step 2.





2. If removing the shims does not correct the concern, the spoiler will need to be replaced.

### Parts Information

If removing the shims does not correct the concern, the spoiler will need to be replaced.

Part Number	Usage	Description	Qty
23491910	2015 All GMC Models	Spoiler	1
23491911	2015 All Chevrolet Models	Spoiler	1

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1080138*	Remove Shims From Rear End Spoiler	0.5 hr

1011290	Rear End Spoiler Replacement	Use Published Labor Operation Time
* This is an unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.		

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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