



Service Bulletin

PRELIMINARY INFORMATION

Subject: Power Liftgate Binding / Popping Noise When Operated Or May Not Stay Open

Models: 2015 Cadillac Escalade Models
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon Models
With Power Liftgate (RPO TB5 or TC2)
Built between November 1, 2014 to April 15, 2015

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

Condition/Concern

Some owners may comment on any of the following issues:

- When liftgate is opened, it may not hold/stay in the full open position
- Popping noise heard from the right/passenger side strut when the liftgate is operated, which may be more noticeable when beginning to close from the full open position.
- When manually operating the liftgate a binding may be felt, which may be most noticeable when beginning to close from the full open position.
- In most cases, no DTCs will be set.

This concern could be caused by a binding between the inner and outer tubes of the right/passenger side strut.

Recommendation/Instructions

Note: The issue that this PI is addressing is NOT related to the concerns listed in the latest version of PIT5278 (Power Liftgate Erratic Operation Will Not Power Close DTC B153A And/Or Motor Running But Does Not Move) and affects different build dates. Please do NOT install a screw through the left / drivers side actuator if it is replaced.

If the concern has not been corrected after the right / passenger side strut is replaced, only then should the left / driver side actuator be replaced.

IMPORTANT: Do NOT install a screw through the old actuator

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
1415030	Liftgate Strut Replacement (Right/Passenger side)	Use Published Labor Operation Time
2064850	Liftgate Power Assist Actuator Replacement (Left/Driver side)	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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION