



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Power Liftgate Inoperable
Expires with Base Warranty

MODELS: 2015 Cadillac Escalade, Escalade ESV
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon, Yukon XL
Equipped with Power Liftgate (TB5/TC2)

The Part Information, Service Procedure and Warranty Transaction Information sections of this bulletin have been revised. The Service Procedure now includes a Warning section and repair preparation steps. Please discard all copies of bulletin 14300.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to replace the liftgate actuator assembly on certain 2015 model year Cadillac Escalade and Escalade ESV, Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles equipped with a power liftgate (TB5/TC2). The power liftgate on these vehicles may have been built with liftgate struts that can lock up and cease to move. If the liftgate strut locks up, the customer may not be able to open or close the liftgate either electronically or manually.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to

confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23226162	ACTUATOR ASM-L/GATE PWR ASST (LH)	1
Obtain Locally	#8 Self-tapping Screw (1-1/2 “ Long)	1

SERVICE PROCEDURE

Warning: The liftgate actuator assembly can fail internally and separate upon removal. To avoid the possibility of personal injury or vehicle damage, perform the steps below **before** removing the liftgate actuator assembly from the vehicle.

1. Locally obtain one #8 self-tapping screw, 1-1/2 inches long.
2. Fully open the liftgate.



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Note: The screw will hold the strut together for removal.

3. Install the self-tapping screw any place in the 30 mm space (from the bottom of the smooth tube) between location 1 and 2. As reflected above, a location of 20 mm (approximately 3/4") is ideal to secure the tubes.

LIFTGATE ACTUATOR REPLACEMENT PROCEDURE



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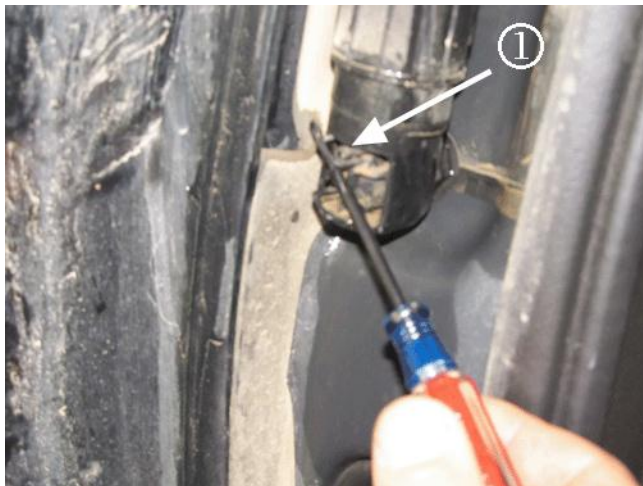
1. Remove the liftgate upper trim finish panel (1). Refer to *Liftgate Upper Trim Finish Panel Replacement* in SI.



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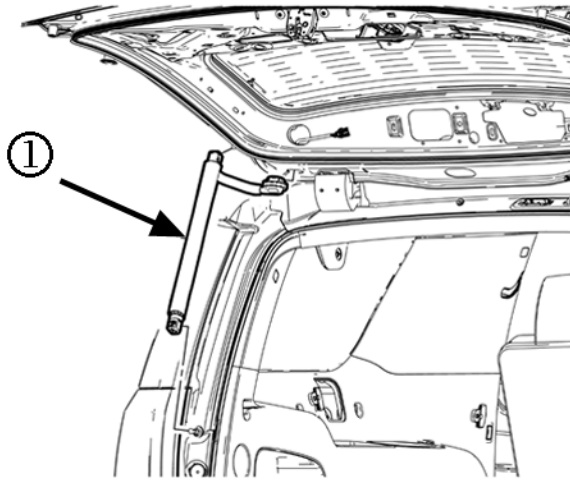
Warning: When a lift gate hold open device is being removed or installed, provide alternate support to avoid the possibility of damage to the vehicle or personal injury.

- 2. Disconnect the left side electrical connector (circled in the graphic above) from the liftgate wiring harness connector (1).
- 3. Disconnect the pass through grommet (2).



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- 4. Using a small flat blade screwdriver, or similar tool, release the actuator retainers/clips (1).



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5. Remove the liftgate power assist actuator assembly (1) from the vehicle.
6. Install the new liftgate power assist actuator assembly. Ensure the retainer/clip is fully seated when the actuator rod is installed.
7. Reconnect the pass through grommet and the electrical connector.
8. Reinstall the liftgate upper trim finish panel. Refer to *Liftgate Upper Trim Finish Panel Replacement* in SI.

Note: The *Garage Height Calibration* portion of the liftgate calibration is not necessary when replacing the liftgate power assist actuator.

9. Calibrate the power liftgate. Refer to *Liftgate Calibration* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100952	Replace Liftgate Power Assist Actuator (Includes Adding Screw to Old Part)	0.4	*

* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for a #8 Self-tapping Screw (1-1/2 " Long) needed to perform the required repairs, not to exceed \$0.20 USD, \$0.25 CAD, plus applicable Mark-Up or Landed Cost (for Export).

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

M 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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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GM CUSTOMER CARE AND AFTERSALES
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URGENT - DISTRIBUTE IMMEDIATELY

Date: January 09, 2015

Subject: 14300A Service Update
Power Liftgate Inoperable
Revised Service Procedure and Part Information

Models: 2015 Cadillac Escalade, Escalade ESV
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon, Yukon XL
Equipped with Power Liftgate (TB5/TC2)

To: All Cadillac, Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

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END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES