

Service Update

16046 Power Liftgate Actuator Failure



Reference Number: N16206611

Release Date: October 2016
Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire October 31, 2017.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade, Escalade ESV	2016	2016	TB5/TC2	Liftgate Power / Handsfree
Chevrolet	Suburban, Tahoe	2016	2016	TB5/TC2	Liftgate Power / Handsfree
GMC	Yukon, Yukon XL	2016	2016	TB5/TC2	Liftgate Power / Handsfree

This service update should be performed on vehicles in dealer inventory only. Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Inadequate laser welds on the power liftgate gear box may cause a noisy / non-functional actuator assembly resulting in the rear liftgate to not open / close, or stick in position.
Correction	Visually inspect the liftgate actuator / gear box for suspect actuator lot number. If the lot number matches the lot number on the suspect list, replace the liftgate actuator / gear box.

Parts

Quantity	Part Name	Part No.
1 (If Req'd)	Actuator Asm-L/Gate Pwr Asst	84036214

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102639	Inspect Liftgate Power Assist Actuator	0.2	ZFAT	N/A
	ADD: Replace Liftgate Power Assist Actuator	0.2		

Service Procedure

1. Open the liftgate.



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2. Inspect the second row of the liftgate power assist actuator assembly serial number as shown above. Refer to the Global Connect Reference Library document GCUS-14-709 titled, 16046 - Power Liftgate Actuator Serial Number List.
 - If the serial number is not listed, no further action required.
 - If the serial number is listed, proceed to step 3.
3. Remove the liftgate power assist actuator assembly. Refer to *Liftgate Power Assist Actuator Replacement* in SI.
4. Install the liftgate power assist actuator assembly. Refer to *Liftgate Power Assist Actuator Replacement* in SI.
5. Close the liftgate.

Service Update

16046 Power Lift Gate Actuator Failure



Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than October 31, 2017.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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 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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GLOBAL SAFETY FIELD INVESTIGATIONS
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URGENT - DISTRIBUTE IMMEDIATELY

Date: October 14, 2016

Subject: 16046 - Service Update
Power Liftgate Actuator Failure

Models: 2016 Cadillac Escalade, Escalade ESV
2016 Chevrolet Suburban, Tahoe
2016 GMC Yukon, Yukon XL
Equipped with Power Liftgate (RPO TB5/TC2)

To: All Cadillac, Chevrolet and GMC Dealers

General Motors is releasing Service Update 16046 today. The total number of U.S. vehicles involved is approximately 1,375. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated October 14, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS