



Preliminary Information

PIT5246E Clunk Or Pop Type Noise from Power Lift-gate Assembly At Full Open Position

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Enclave	2008 - 2017	All	All	All	All
Chevrolet	Traverse	2009 - 2017	All	All	All	All
GMC	Acadia	2007 - 2016	All	All	All	All
GMC	Acadia Limited	2017	All	All	All	All
Saturn	Outlook	2007 - 2010	All	All	All	All

Supersession Statement

This PI was superseded to update the Models and Model Years. Please discard PIT5246D.

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 liftgate 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.

Once the liftgate 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.

Recommendations / Instructions

For 2007-2016 GMC Acadia and 2007-2010 Saturn Outlook:

There is a new right hand strut to address this noise.

Replace the right hand strut with the current part listed in Electronic Parts Catalog (EPC).

This new strut will help reduce the noise by lowering the overall stored energy in the system.

With the new strut installed the lift-gate noise should mimic levels currently heard on the 2009-2016 Traverse and 2008-2016 Enclave as some noise is still considered normal.

Low ambient temperatures will still contribute to making this condition worse and the amount of noise may also vary between vehicles.

For 2008-2016 Buick Enclave and 2009-2016 Chevrolet Traverse:

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

Low ambient temperatures will still contribute to making this condition worse and the amount of noise may also vary between vehicles.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1415030	Lift-gate Strut Replacement	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.

Additional SI Keywords

liftgate lift gate



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