



Service Bulletin

INFORMATION

Subject: Operating Tips for Hands Free Liftgate

This Bulletin replaces PIT5472A. Please discard PIT5472A.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2018			All	All
Buick	Envision	2017	2018			All	All
Cadillac	CT6 Escalade Models	2015	2018			All	All
Cadillac	XT5	2017	2018			All	All
Chevrolet	Suburban Tahoe Models	2015	2018			All	All
Chevrolet	Traverse Equinox	2018	2018			All	All
GMC	Yukon Models	2015	2018			All	All
GMC	Terrain	2018	2018			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options	Equipped with Operating Tips for Hands Free Liftgate (RPO TC2)
Condition	<p>The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this bulletin.</p> <p>In some cases, customers may experience problems with the activation of the liftgate hands free operation.</p> <p>Note: This feature may be temporarily disabled under some conditions, example after several hands free opening and closing events in a row. If the liftgate does not respond to the kick, open and close the liftgate by another method (button on overhead console, RKE fob button, etc) or start the vehicle and the feature will be re-enabled.</p>

Correction

Below are a few operating tips to help better understand how to best operate the hands free liftgate feature.

Parts Information

No parts are needed for this condition.

Tips to Help Understand How to Best Operate the Hands Free Liftgate Feature

- The RKE Fob must be within the detection area, which is 3 ft (1 m) of the rear bumper.



Important: Models: Cadillac Escalade, Chevrolet Suburban, Tahoe, and GMC Yukon



Important: Models: Cadillac CT6



Important: Models: Cadillac XT5 and GM Acadia



Important: Models: Buick Enclave, Envision, Chevrolet Traverse, Equinox, and GMC Terrain

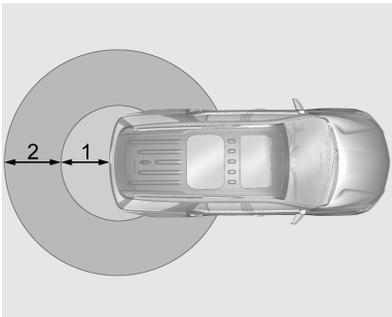
- Best operation will occur when the foot kick is conducted at the direct center of the kick zone. See illustrations above for models kick zone.



- To operate, kick your foot straight up in one swift motion under the center of the rear bumper, then pull it back. There are two antenna's located in the rear bumper fascia which both must be triggered for the system to detect a kick. During the kick, your foot and shin must come within 6.5 inches (16.5 cm) of the rear fascia for both antenna's to be triggered and detect the kick.
- Speed of kick should be 1 second or less.

Projected Logo

If equipped with this feature, a vehicle logo will be projected for one minute onto the ground near the rear bumper when an RKE transmitter is detected within approximately 2 m (6 ft).



- 1 m (3 ft) Hands-Free Operation Detection Zone
- 2 m (6 ft) Projected Logo Detection Zone

The projected logo shows where the kicking motion is to take place.

The projected logo will only be available for this RKE transmitter after it has been out of range for at least 20 seconds.

If an RKE transmitter is again detected within approximately 2 m (6 ft) of the liftgate, or another hands-free operation has been detected, the one-minute timer will be reset.

The projected logo will not work under these conditions:

- The vehicle battery is low.
- The transmission is not in P (Park).
- Hands Free Liftgate Operation is set to OFF in vehicle personalization. See Vehicle Personalization.
- Power liftgate is turned off.
- The vehicle remains parked for 72 hours or more, with no RKE transmitter use or Keyless Access operation. To re-enable, press any button on the RKE transmitter or open and close a vehicle door.

The projected logo will not work for a single RKE transmitter when a transmitter:

- Has been left within approximately 5 m (15 ft) of the liftgate for several minutes.
- Has been left inside the vehicle and all vehicle doors are closed.
- Has approached the area outside of the liftgate five times within 10 minutes.

Hands Free Liftgate and Projected Logo Availability

Action	Hands-Free Liftgate	Projected Logo
RKE Transmitter within detection zone	Operative	On for 1 min
RKE Transmitter left inside detection zone for minimum 10 mins	Operative	On for 1 min Off until RKE button press or a door is opened and closed
RKE Transmitter brought in and out of detection zone 5 times within 10 min	Operative	On for 1 min Off for 1 hour or until RKE button press or door is opened and closed
Vehicle remains parked for more than 72 hours	Operative	Off
Vehicle battery is low	Non-operative	Off
Transmission is not in P (Park)	Non-operative	Off
Power Liftgate is turned off	Non-operative	Off
Hands-Free Liftgate is disabled	Non-operative	Off

Tips to Avoid to Ensure Best Operation

- Do NOT sweep your foot from side to side.
- Do NOT keep your foot under the bumper.
- Do NOT touch the liftgate until it stops moving.

Caution: The liftgate may open or close if: cleaning or working near the rear bumper, splashing water, stepping into the liftgate opening, etc. To avoid this keep the RKE fob away from the rear bumper detection area or turn the liftgate mode switch to Off.

Note: If a customer of a 2015/2016 Chevrolet Tahoe/Suburban has a concern of the hands free liftgate feature being too sensitive or activates too easily, see the latest version of PIT5531 for updated calibrations.

Version	1
Modified	

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 this information.



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