



# Preliminary Information

## PIC5481A Power Liftgate Inoperative from Key Fob

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CTS Wagon (D Body)	2011 - 2014	ALL	ALL	ALL	ALL

### Supersession Statement

This PI was superseded to update Model Years. Please discard any copies of PIC5481. The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition / Concern

A customer may comment that the power liftgate will not open using the remote keyless entry key fob. All other means of opening the liftgate operate correctly.

### Recommendations / Instructions

Please verify that the key fob is the correct fob for the CTS wagon, not a coupe or sedan. This may be verified by looking at the picture on the button of the fob, if it looks like a sedan or coupe with a deck lid open then it is the wrong fob for the vehicle. The correct fob should have a picture of a wagon with a liftgate open. 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

door gate inop lift RCCLR

