

Subject: Engineering Information – Audible Noise Coming from Liftgate Area During Opening and/or Closing Operation, Failure to Power the Liftgate Open and/or Closed

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT6	2020	2020				

Involved Region or Country	North America
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on one or both of the following conditions:</p> <ul style="list-style-type: none"> • Audible noise coming from liftgate during opening and/or closing operation. • Failure to power the liftgate open and/or closed.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, perform the following checks and contact the Engineer below with your findings.

1. Check the liftgate actuator grommet to see if it is fully seated.
2. Check the roof seam in the rear LH corner for any pin holes and/or openings.
3. Collect the DTCs.

Contact Information

Engineer Name	Phone Number
Connor Tagg	586-385-4207

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
-----------------	-------------	------------

1481228*	Engineering Information – Audible Noise Coming From Liftgate Area During Opening and/or Closing Operation, Failure to Power the Liftgate Open and/or Closed	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released August 07, 2019