



Preliminary Information

PIT5278E Power Lift-gate Erratic Operation will not Power Close DTC B153A and/or Motor Running but Does Not Move

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2015 - 2020	All	All	All	All
Chevrolet	Tahoe	2015 - 2020	All	All	All	All
Chevrolet	Suburban	2015 - 2020	All	All	All	All
GMC	Yukon Models	2015 - 2020	All	All	All	All

Supersession Statement

This PI was superseded to add the 2020 model year. Please discard PIT5278D.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

Some owners may comment of any of the following issues:

- Erratic operation of the power lift gate
- Power lift gate hesitates during opening or closing, or does not go to the fully open or closed position
- When power closing the lift gate you can hear the motor running in the left actuator but the lift gate is not closing
- DTC B153A set in the Power Lift gate Module (usually combined with other erratic behavior of the power lift gate)

Recommendations / Instructions

Note: If the power liftgate does not open fully, and then reverses direction, the information in this document does not apply. It could be caused by the conditions listed in the latest version of PIT5286. DO NOT follow this procedure, putting a screw through the actuator, unless it has the conditions listed in this document.

These concerns may occur if the left liftgate actuator is internally coming apart. It will need to be replaced, but care must be taken when removing the left liftgate actuator from the vehicle. There is an assist spring inside the left actuator. If the internal portion of the actuator has completely separated, and if it is removed from the vehicle without following the procedure listed below, the end of the actuator can become a projectile.

NOTE: If you suspect the left actuator has this condition, DO NOT remove the right strut until the left actuator is replaced per the procedure below.

1. Obtain one #8 self-tapping screw 1 1/2 inches long.
2. Fully open the liftgate.
3. Install the self-tapping screw any place in the 30 mm space (from the bottom of the smooth tube) between location 1 and 2. As reflected below, a location of 20 mm (approximately 3/4") is ideal to secure the tubes.



Note: The screw will hold the actuator together for removal.

4. Remove the left liftgate actuator following the Liftgate Power Assist Actuator Replacement procedure in SI.

IMPORTANT: After the left liftgate actuator is removed, DO NOT remove the screws. The part will be requested back to the Warranty Parts Center once the associated warranty claim has paid.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2064850	Liftgate Power Assist Actuator 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.



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