

Service Update

N222358630 Hands Free Liftgate Not Operating



Release Date: February 2022

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Terrain	2022	2022		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2022 model year GMC Terrain vehicles may have the incorrect Hands Free Liftgate Control module installed.
Correction	Dealers are to inspect and if necessary, replace the liftgate control module.

Parts

Quantity	Part Name	Part No.
1	MODULE ASM-RR CLSR HANDS FREE	42581710

It is estimated that there are only 1508 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106168	Inspect Rear Lift Gate Operation – No Further Action Required	0.2	ZFAT	N/A
9106169	Rear Closure Hands Free Module Replacement (Includes inspection)	1.6		

Service Procedure



5989745

Note: Be sure to have the vehicle key fob within 3 feet of the rear fascia when verifying the liftgate hands free operation.

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1. Verify rear liftgate hands free operation by using kicking motion under the rear bumper between the left exhaust pipe and the license plate. There should also be a "GMC" logo that will shine on the ground. The logo may be difficult to see in high ambient light areas
 - 1.1. If the rear liftgate operates as instructed, no further action is required.
 - 1.2. If the rear lift gate DOES NOT operate and the GMC logo is not shining on the ground, proceed to step 2.
2. Replace the Rear Closure Hands Free module. Refer to *Rear Closure Hands Free Module Replacement* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6055
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 17, 2022

Subject: N222358630 - Service Update
Hands Free Liftgate Not Operating

Models: 2022 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Service Update N222358630 today. The total number of U.S. vehicles involved is approximately 1,399. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 17, 2022. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS