



Service Bulletin


Bulletin No.: 21-NA-264


Date: March, 2022

INFORMATION

Subject: Liftgate Actuator Showing a Leaking Residue on Strut

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|----------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Buick | Enclave | 2018 | 2020 | | | All | All |
| Cadillac | XT5 | 2020 | 2022 | | | | |
| | XT6 | | | | | | |
| Chevrolet | Traverse | 2018 | 2020 | | | | |
| GMC | Acadia | 2020 | 2022 | | | | |

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|-----------------------------------|---|
| Involved Region or Country | United States, Canada, Mexico, Uzbekistan, Russia, Middle East, Israel, Palestine, Chile (West), Colombia (West), GM Korea Company, Other Africa. |
| Additional Options (RPOs) | |
| Condition |  |
| | 5924501 |
| | Some customers may comment on seeing a leak, or residue on the rear liftgate strut. |

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|--------------------------|--|
| <p>Cause</p> | <p>The cause of the condition may be a specific issue in which typically extra padded grease is used for the boot, to reduce noise from movement. This in some cases can be confused with a leak from a type of hydraulic fluid that assists with the pressure of the actuator. This is not the case. The struts do not contain any fluid for its mechanical functionality. There are no concerns with the part functionality from this residue of grease. This is extra grease that has found its way out from added pressure on the boot.</p> |
| <p>Correction</p> | <div style="text-align: right;">4808160</div>  <p>Open the liftgate to access the strut (1), then grease can be wiped away with a damp cloth and dried appropriately.</p> |

Parts Information

No parts are required for this repair.

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 |
|--|-------------------------------------|------------|
| 1481588* | Rear Liftgate Strut Grease Cleaning | 0.1 hr |
| *This is a unique Labor Operation for Bulletin use only. | | |

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| Version | 1 |
| Modified | Released November 18, 2021 Revised March 16, 2022 – Added Acadia, XT5 and XT6 models |

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 the information.



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