



Service Bulletin

Bulletin No.: 21-NA-264

Date: September, 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 | | | | |
| Holden | Acadia | 2019 | 2020 | | | | |

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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, Australia/New Zealand. |
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| Additional Options (RPOs) | |
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| Condition |  |
| | <p>5924501</p> <p>Some customers may comment on seeing a leak, or residue on the rear liftgate strut.</p> |

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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 | 3 |
| Modified | Released November 18, 2021 Revised March 16, 2022 – Added Acadia, XT5 and XT6 models Revised September 01, 2022 – Added Holden Acadia Model and Australia/New Zealand to Export Regions. |

