



Bulletin No.: PIT5973D

Published date: N/A

## Preliminary Information

### PIT5973D Dead Battery and / or Unwanted Liftgate Opening

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	Escalade Models	2022 - 2024	All	All	All	All
Chevrolet	Suburban	2022 - 2024	All	All	All	All
Chevrolet	Tahoe	2022 - 2024	All	All	All	All
GMC	Yukon Models	2022 - 2024	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	TC2 - Hands Free Liftgate
Condition	<p>Some customers may comment of a no crank due to a low or dead battery. This battery draw condition is more likely to occur if the vehicle is left unlocked and/or the key fob is left inside the vehicle.</p> <p>Also, they may or may NOT have a complaint that when the key fob is near the outside of the liftgate, that the power liftgate will open on its own, without pressing any fob buttons or kicking under the bumper.</p> <p><b>NOTE: If the battery draw is being monitored, when the draw is duplicated, this issue will cause a battery draw well over 10 amps.</b></p>
Cause	<p>The cause of these concerns is a combination of two faults:</p> <ol style="list-style-type: none"> <li>1. An issue with the K171 Hands Free Liftgate module repeatedly sending a false wake up request to the BCM commanding the liftgate to open, but the power liftgate may or may not actually open, see Important statement below.</li> <li>2. A BCM software concern that is magnifying the battery draw if the BCM receives a wake up request, which is more likely to occur when the vehicle is left unlocked and/or a key fob is left inside the vehicle. The BCM wake up request doesn't have to come from the K171 Hands Free Liftgate module to cause this issue, but that is the most common module that is waking up the BCM.</li> </ol> <p><b>Important: For the power liftgate to actually open all of the following criteria must be met before the power liftgate will actually open from the false hands free request:</b></p> <ol style="list-style-type: none"> <li>1. Vehicle must be in park,</li> <li>2. Power liftgate switch turned on (max or 3/4),</li> <li>3. Hands free setting in the radio must be turned on (open or open/closed), and</li> <li>4. The fob is within 1 meter of the liftgate itself.</li> </ol>

#### Correction:

GM engineering has released some BCM updates to help reduce the battery draw magnification, BUT they are continuing to work on additional updates for the BCM.

In the meantime, make sure the BCM has the latest programming updates. Advise the customer not to leave the key fob(s) inside the vehicle and to also lock the vehicle when not in use. Turning on the passive locking feature will ensure the vehicle is being locked when not in use. Last, if the customers complaint included the power liftgate opening on its own or the source of the vehicle waking up/battery draw is the K171 Hands Free Liftgate module then replace the K171. One way to help determine if the K171 is waking up the vehicle is to remove the F35RA 10 amp in the rear fuse block for the K171 and see if the concerns go away.

As a test to determine if the K171 Hands Free Liftgate module is causing the battery draw or if replacing the K171 Hands Free Liftgate module and it is not available/back order, the F35RA fuse can be left removed while the customer takes the vehicle. With the fuse removed, the hands free liftgate feature will not work, but the power liftgate will still function normally. In addition, if the truck is equipped with Trailer Tire Pressure Monitor system (RPO UET), then that feature will also be lost while the fuse is pulled. Please review this option with the customer if the K171 Hands Free Liftgate module is not readily available or for testing.

### 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
2063030	Rear Closure Hands Free Module Replacement	Use Published Time
2810215	Body Control Module Reprogramming with SPS	Use Published Time
*6486208	Remove Fuse F35RA - Use This Unique Labor Operation To Allow The Customer To Drive The Vehicle While Waiting For A Hands Free Module or for testing.	.2 Hrs.
* This is a unique labor operation for bulletin use only.		

### Version History

Version	5
Modified	01/25/2023 - Created on. 01/27/2023 - Update to warranty section 02/23/2023 - Update to warranty section 06/27/2023 - Update to the correction and warranty sections 12/05/2023 - Updates to the title, condition, cause, correction and warranty sections and model years.

