



# Service Bulletin

Bulletin No.: 24-NA-263

Date: December, 2024

## TECHNICAL

**Subject: Rear Access Open Message Displayed when Liftgate is Closed**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2025	-	-	All	All

<b>Involved Region or Country</b>	North America, Europe, S. Korea
<b>Condition</b>	Some customers may have the "Rear Access Open" message displayed on the DIC when the liftgate appears to be closed.
<b>Cause</b>	The cause of the condition may be movement of the liftgate with low 12V battery voltage to the rear gate module, which can cause an offset in the liftgate position sensors.
<b>Correction</b>	In many cases this can be corrected by manually opening the liftgate to the full open position, then manually closing the liftgate ensuring that the primary liftgate latch position is reached. If this does not resolve the issue use the procedure below to correct the condition.

**Important:** Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

### Service Procedure

Utilize GDS2 to re-learn the liftgate maximum open position:

Module Diagnostics -> [K194] Rear Gate Module -> Configuration/Reset Functions -> Remove/Reset Module -> Liftgate Maximum Open Position Learn

**Important:** Confirm the vehicle is not in Transportation Mode. This feature will not function when in Transportation Mode.

### 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
*2086748	Relearn Liftgate Maximum Open Position	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released December 06, 2024

