



Service Bulletin

Bulletin No.: 25-NA-020

Date: March, 2025

TECHNICAL

Subject: Service Power Liftgate Message Displayed or Rear Liftgate Unable to Close Using Key Fob or Liftgate Button

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox EV	2024	2025	-	-	All	All

Involved Region or Country	North America, Middle East, Israel, Palestine, Brazil (Mercosur), Chile (West), Colombia (West), Ecuador (West), Uruguay (West), Japan
Condition	Customer may notice that a "Service Power Liftgate" message may be illuminated on the DIC screen and liftgate may not open. Another complaint may be the liftgate once opened may not close, however beeps like it will close. Liftgate may be difficult to close manually, and no message is displayed on DIC for this concern.
Cause	The right-hand side liftgate strut may be found faulty.
Correction	Replace the right-hand side liftgate strut. Dealers are to check the part number on the strut prior to replacement. If it is not the service part number listed below, the strut can be replaced. If the vehicle has this part number already installed and exhibiting same conditions, please perform regular diagnosis using SI.

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.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool, and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

Service Procedure

If the above conditions are met with the vehicle and p/n is not the same one listed below, please refer to *Liftgate Strut Replacement* in Si.

Parts Information

Causal Part	Description	Part Number	Qty
	STRUT ASM-L/ GATE	85023499	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1415030	Liftgate Strut Replacement	Use Published Labor Operation Time

Version	1
Modified	Released March 04, 2025

