



Service Bulletin

Bulletin No.: 25-NA-068

Date: March, 2025

TECHNICAL

Subject: Liftgate will Not Open and/or Unlatch

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2024	2025	—	—	—	—

Involved Region or Country	North America, Middle East, Japan, S. Korea
Condition	Some customers may comment on the liftgate will not open and/or unlatch.
Cause	This condition may be due to a part quality issue or the rear liftgate actuator wire harness body grommet may not have been installed into the body resulting in water intrusion.
Correction	Replace the liftgate power assist actuator.

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

Refer to *Liftgate Power Assist Actuator Replacement* in SI.

Parts Information

Causal Part	Description	Part Number	Qty
X	Liftgate power assist actuator assembly	84772431	1

Warranty Information

If using standard labor operation, use statement below. If using a unique bulletin only labor operation, use one of the following depending on applicable coverage. (1) 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
2087088*	Liftgate Actuator Replacement	0.5 Hrs.

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released March 27, 2025

