



Service Bulletin

Bulletin No.: PIE0829

Date: April, 2025

ENGINEERING INFORMATION

Subject: Engineering Information - Service Power Liftgate and/or Service Rear Liftgate Message on Driver Information Center (DIC)

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. **THIS IS NOT A RECALL** refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

| Brand: | Model: | Model Year: | | Breakpoint: | | Engine: | Transmission: |
|-----------|---------|-------------|------|-------------|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Equinox | 2024 | 2026 | — | — | — | — |

| | |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Involved Region or Country | U.S. Dealers ONLY |
| Condition | Some customers may comment on Service Power Liftgate and/or Service Rear Liftgate message on Driver Information Center (DIC). |
| Cause | GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix. |

Correction

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.

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings and for further instructions.

1. Reset the liftgate system. Refer to *Liftgate Calibration (TCP)* in SI.
2. Press the button to power open then power close the liftgate and cycle 10 times then check for any abnormalities.
3. Check if the liftgate can hold itself up without sagging when opened.
 - 3.1. If any sag is observed, please record a video.

Contact Information

| Engineer Name | Phone Number |
|------------------|----------------|
| Alexander Reiter | (586) 676-3133 |

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If an engineer was contacted or required information was provided, use:

| Labor Operation | Description | Labor Time |
|----------------------------------------------------------|-------------------------------------------------------------------------|------------|
| 2080918* | Engineering Information - Liftgate Not Opening and/or Partially Opening | 0.5 Hrs. |
| *This is a unique Labor Operation for bulletin use only. | | |

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|-----------------|-------------------------|
| Version | 1 |
| Modified | Released April 17, 2025 |

