

## GPOP - Issue Review System

**Part Number:** 68371475A\$, 68459565A\$

**Part Description:** Liftgate Power drive unit

**Issue Description:** If the power liftgate exhibits operating noise during opening or closing but functions normally, follow these instructions:

1. Do NOT replace the Power liftgate if:
  - The liftgate opens and closes properly, and -The customer concern is only operating noise.
2. Replacement is ONLY recommended if:
  - There is an abnormal sound (e.g., grinding, scraping, knocking), -A functional issue exists (binding, stall, failure to open/close), -There is visible damage, or -Relevant DTCs are present.
3. If you hear grinding, scraping, or any abnormal sound, parts can be replaced. - Describe the issue clearly in the narrative. -If possible, record the sound and attach it to the narrative.