

GM CUSTOMER CARE AND AFTERSALES
DCS3608
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 31, 2015

Subject: 14300 – Service Update – **RESUME REPAIRS**
Power Liftgate Inoperable

Models: 2015 Cadillac Escalade and Escalade ESV, Chevrolet Suburban
and Tahoe, GMC Yukon and Yukon XL Equipped with Power
Liftgate (TB5/TC2)

To: All Cadillac, Chevrolet, and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

On March 5, 2015, dealers were sent a message informing them to suspend repairs for service update 14300 due to a possible quality issue on the actuator assembly used to perform the repair. Our investigation has completed and no quality issues were found. **Effective immediately, repairs can now begin again on involved vehicles.**

We apologize for this inconvenience.

END OF MESSAGE
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