



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Power Liftgate Inoperable  
Expires with Base Warranty

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

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to replace the liftgate actuator assembly on certain 2015 model year Cadillac Escalade and Escalade ESV, Chevrolet Suburban and Tahoe, and GMC Yukon and Yukon XL vehicles equipped with a power liftgate (TB5/TC2). The power liftgate on these vehicles may have been built with liftgate struts that can lock up and cease to move. If the liftgate strut locks up, the customer may not be able to open or close the liftgate either electronically or manually.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

**PART INFORMATION**

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23226162	ACTUATOR ASM-L/GATE PWR ASST (LH)	1

**SERVICE PROCEDURE**



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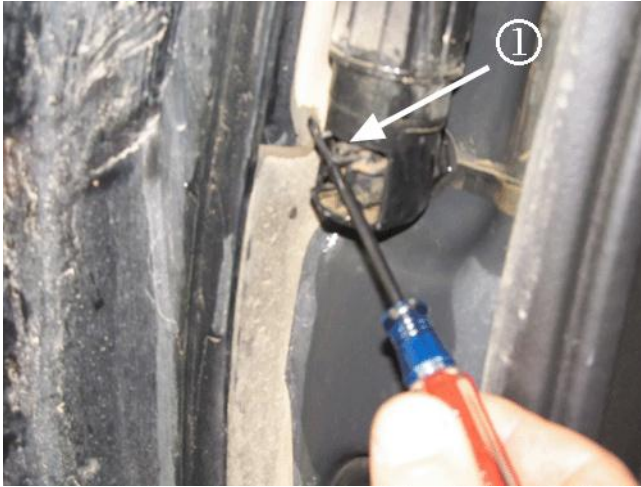
1. Remove the liftgate upper trim finish panel (1). Refer to *Liftgate Upper Trim Finish Panel Replacement* in SI.



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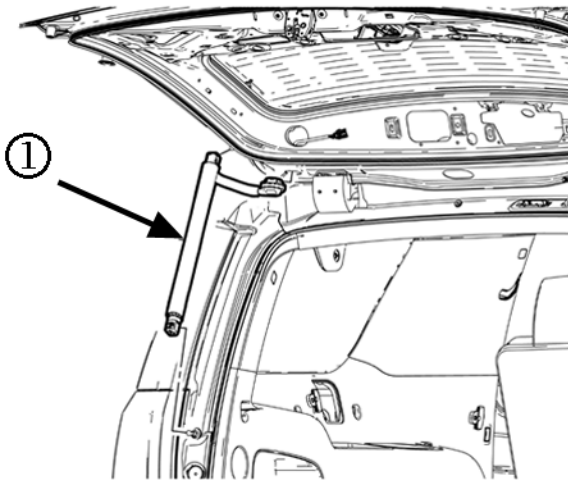
**Warning:** When a lift gate hold open device is being removed or installed, provide alternate support to avoid the possibility of damage to the vehicle or personal injury.

2. Disconnect the left side electrical connector (circled in the graphic above) from the liftgate wiring harness connector (1).
3. Disconnect the pass through grommet (2).



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4. Using a small flat blade screwdriver, or similar tool, release the actuator retainers/clips (1).



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5. Remove the liftgate power assist actuator assembly (1) from the vehicle.
6. Install the new liftgate power assist actuator assembly. Ensure the retainer/clip is fully seated when the actuator rod is installed.
7. Reconnect the pass through grommet and the electrical connector.
8. Reinstall the liftgate upper trim finish panel. Refer to *Liftgate Upper Trim Finish Panel Replacement* in SI.

**Note:** The *Garage Height Calibration* portion of the liftgate calibration is not necessary when replacing the liftgate power assist actuator.

9. Calibrate the power liftgate. Refer to *Liftgate Calibration* in SI.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9100952	Replace Liftgate Power Assist Actuator	0.3

**DEALER PROGRAM RESPONSIBILITY**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS3446  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 8, 2014

Subject: 14300 – Service Update Bulletin  
Power Liftgate Inoperable

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

To: All Cadillac, Chevrolet, GMC Dealers

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

General Motors is releasing Service Update Bulletin 14300 today. The total number of U.S. vehicles involved is approximately 59,000. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated December 9, 2014. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES