



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Power Liftgate Erratic Operation Will Not Power Close DTC B153A And/Or Motor Running But Does Not Move

**Models:** 2015 Cadillac Escalade Models  
2015 Chevrolet Tahoe, Suburban  
2015 GMC Yukon Models

*This PI was superseded to update recommendations for securing the strut. Please discard PIT5278.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some owners may comment of any of the following issues:

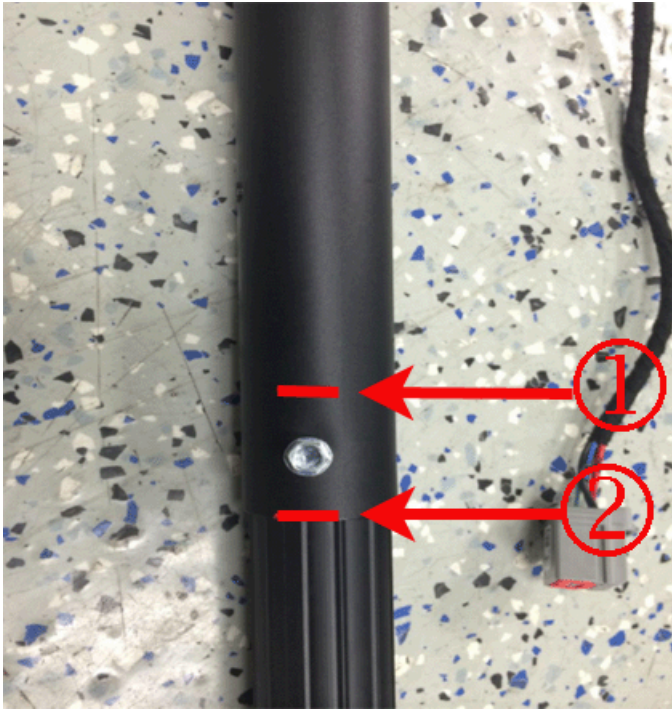
- Erratic operation of the power liftgate
- Power liftgate hesitates during opening or closing, or does not go to the fully open or closed position
- When power closing the liftgate you can hear the motor running in the left strut but the liftgate is not closing
- DTC B153A set in the Power Liftgate Module (usually combined with other erratic behavior of the power liftgate)

### Recommendation/Instructions

These concerns may occur if the left liftgate strut/motor actuator is internally coming apart. It will need to be replaced, but care must be taken when removing the left liftgate strut/motor actuator from the vehicle. There is an assist spring inside the strut. If the internal portion of the strut has completely separated, and if it is removed from the vehicle without following the procedure listed below, the end of the strut can become a projectile.

**Note:** If you suspect the left strut/actuator has this condition, DO NOT remove the right strut until the left strut is replaced per the procedure below.

1. Obtain one #8 self-tapping screw 1 1/2 inches long.
2. Fully open the liftgate.
3. Install the self-tapping screw any place in the 30 mm space (from the bottom of the smooth tube) between location 1 and 2. As reflected below, a location of 20 mm (approximately 3/4") is ideal to secure the tubes.



**Note:** The screw will hold the strut together for removal.

4. Remove the left liftgate strut/motor actuator following the Liftgate Power Assist Actuator Replacement procedure in SI.

**Important:** After the left liftgate strut/motor actuator is removed, DO NOT remove the screws. The part will be requested back to the Warranty Parts Center once the associated warranty claim has paid.

### Warranty Information

For vehicles repaired under warranty use:

| Labor Operation | Description                                | Labor Time                         |
|-----------------|--|------------------------------------|
| 2064850         | Liftgate Power Assist Actuator Replacement | Use Published Labor Operation Time |

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION