



Service Bulletin

PRELIMINARY INFORMATION

Subject: Operating Tips - Hands Free Liftgate Operation

Models: 2015-2016 Cadillac Escalade Models
2015-2016 Chevrolet Suburban, Tahoe
2015-2016 GMC Yukon Models
With Hands Free Power Liftgate (RPO TC2)

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

In some cases, customers may experience problems with the activation of the liftgate hands free operation.

Note: This feature may be temporarily disabled under some conditions, example after several hands free opening and closing events in a row. If the liftgate does not respond to the kick, open and close the liftgate by another method (button on overhead console, RKE fob button, etc) or start the vehicle and the feature will be re-enabled.

– Here are a few operating tips to help better understand how to best operate the hands free liftgate feature:

1. The RKE Fob must be within the detection area, which is 3 ft (1 m) of the rear bumper.
2. Best operation will occur when the foot kick is conducted at the direct center / left of center of the length of kick zone. See photo below for the kick zone.



3. The foot kick motion is slightly different between the short and long wheel base models, please see below for your model.

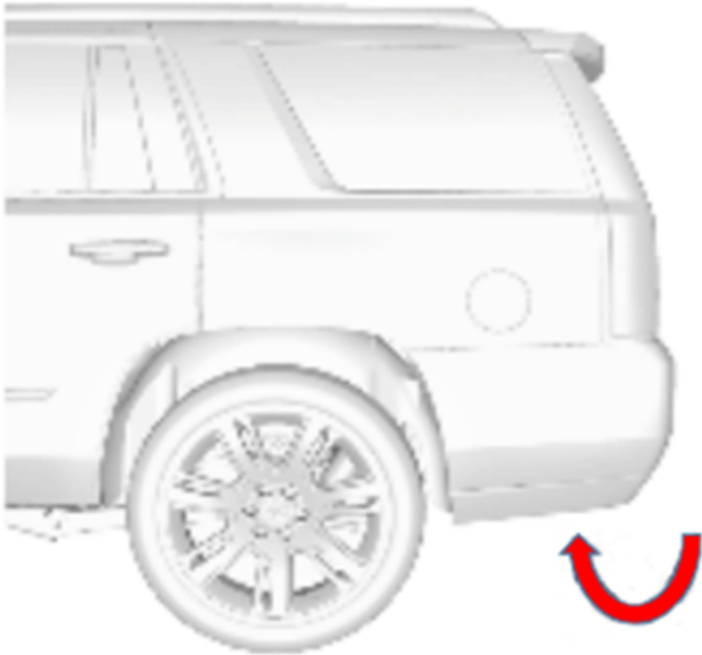
3.1 Foot kick motion for short wheel base models (Tahoe, Yukon, and Escalade)

To operate, kick your foot parallel to the ground in one swift motion underneath the center of the rear bumper, then pull it back, as shown below.



3.2 Foot kick motion for long wheel base models (Suburban, Yukon XL, Escalade ESV)

To operate, kick your foot straight up in one swift motion under the center of the rear bumper, then pull it back, as shown below.



- Here are a few tips to avoid to ensure best operation of the feature:
 1. Do NOT sweep your foot from side to side.
 2. Do NOT keep your foot under the bumper, the liftgate will not operate.
 3. Do NOT touch the liftgate until it stops moving.

Caution: The liftgate may open or close if: cleaning or working near the rear bumper, splashing water, stepping into the liftgate opening, etc. To avoid this keep the RKE fob away from the rear bumper detection area or turn the liftgate mode switch to Off.

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