



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnosing and Repairing Power Liftgate Operation

Models: 2010-2014 Cadillac SRX
2010-2014 Chevrolet Equinox
2010-2014 GMC Terrain
Equipped with Power Liftgate (RPO TB5)

Condition/Concern

Some customers may comment the power lift gate sags (lowers) from the (selected) open position. This is a limited amount of movement and the gate does not lower unintentionally. The customer may also comment the liftgate reverses travel when opening or closing.

Recommendation/Instructions

Prior to replacing any parts, check the right side gas strut for signs of wear, cracks, leaks or other damage, then check the hold open ability of the gas strut and replace the liftgate strut as needed. Refer to Liftgate Strut Replacement in SI for replacement instructions.

Parts Information

| Part Number | Description | Quantity |
|-------------|-------------------------------|----------|
| 20990085 | Strut, Liftgate RH. (Equinox) | 1 |
| 22745513 | Strut, Liftgate RH. (SRX) | 1 |
| 20990086 | Strut, Liftgate RH. (Terrain) | 1 |

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|----------------------------|------------------------------------|
| 1415030 | Liftgate Strut Replacement | Use Published Labor Operation Time |

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.



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