



Preliminary Information

PIT5797 Hands Free Liftgate Feature Inoperative After Vehicle Has Gone To Sleep

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Suburban	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
GMC	Yukon Models	2021	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment that when they try to use the hands free liftgate feature after the ignition has been turned off for a period of time, it is found to be inoperative. If they use the button on the RKE Fob, liftgate, or overhead console, the liftgate will operate. After it has operated for the first time, then the hands free feature will begin to work again until the vehicle sits for another period of time.
Cause	This concern could be caused by a BCM software issue.

Correction:

To correct this issue, reprogram the BCM with the latest calibrations in Tis2Web.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2810215	Body Control Module Reprogramming with SPS	Use published time
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	11/17/2020 - Created on.



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