

Subject: Engineering Information - Power Liftgate Inoperative, DTC B158C-13 Set

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2021	-	-	-	-
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the power liftgate inoperative. Technician may find DTC B158C-13 set.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings.

1. Ensure that the Power Liftgate Assist Actuator Connector and the Connector Position Assurance are fully engaged and try to operate the power liftgate. Refer to *Liftgate Power Assist Actuator Replacement* in SI.
2. Wiggle the cable to see if the Power Liftgate operates and check to see if a new DTC has set.
3. Disconnect the Power Liftgate Assist Actuator pigtail and take a picture of mating side of the Power Liftgate Assist Actuator Connector and the Power Tailgate Module Connector, to show the terminals/pins.
 - 3.1. Inspect the female terminals on the Liftgate Power Assist Actuator to see if they are stressed or dislocated and inspect the male pins on the Power Tailgate Module to see if they are bent.
4. Record the vehicle build date and the serial number of the Power Tailgate Module and the Liftgate Power Assist Actuator.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2086168*	Engineering Information - Power Liftgate Inoperative, DTC B158C-13 Set	0.5 hr

* This is a unique labor operation for bulletin use only.

Version	1
Modified	Released November 04, 2020