



# Service Bulletin

File in Section: -

Bulletin No.: PI1186

Date: March, 2014

## 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