



Service Bulletin

PRELIMINARY INFORMATION

Subject: Power Liftgate Does Not Stay Fully Open Or Drifts Down A Few Inches

Models: 2010 - 2012 Chevrolet Equinox
2010 - 2012 GMC Terrain

This PI was superseded to update Labor Op and Part Numbers. Please discard PIT5072B.

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

Condition/Concern

A customer may comment that after opening the power liftgate it will not stay in the full open position and may drift down a few inches then stop.

Recommendation/Instructions

This may be caused by the incorrect strut mounting brackets installed on the vehicle. Check on the liftgate mounting brackets for a letter P or M stamped on the bracket. P is for power liftgate and M is for Manual liftgate. If Manual strut mount brackets are found on the vehicle replace with the correct bracket(s) for power liftgate.



The picture above is an example of the correct brackets for a power liftgate

Parts Information

Part Number	Description
20800141	BRACKET, L/GATE STRUT (Right Body Side)
20942418	BRACKET, L/GATE STRUT (Left Body Side)

Warranty Information

Labor Operation	Description	Labor Time
B5933	Liftgate Strut Replacement	Use Published Labor Operation Time

For vehicles repaired under warranty use:

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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