



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Power Rear Liftgate Reverses When Closing

**Models:** 2008-2013 Buick Enclave  
2009-2013 Chevrolet Traverse  
2007-2013 GMC Acadia  
2007-2010 Saturn OUTLOOK

*This PI was superseded to update model years and include warranty info section. Please discard PIT4214D.*

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

### Condition/Concern

The Power Rear Liftgate (RPO E61) may reverse when closing. This reversal will occur just as the liftgate should latch closed. It is likely that there will not be any DTCs stored.

Current diagnostics could lead to replace the Power Liftgate Module (LGM), PLGM but this may not resolve the concern. It is possible that if the striker is adjusted too far inboard or if the weather-strip is not fully installed, it could allow the LGM to detect an excess motor current condition and reverse the motor. It is also possible that an out-of-place sill plate could inadvertently contact the Liftgate Open Switch.

### Recommendation/Instructions

Prior to any part replacement, perform the following diagnostic steps:

1. Remove the liftgate sill plate and cycle the power liftgate closed to see if the concern still exists. An improperly installed sill plate could contact the Interior Liftgate Switch - causing an open request.
2. Inspect the liftgate weather-strip seal for being fully installed on the body.
3. Mark the current location of the liftgate striker, loosen the striker bolts and strike the striker rearward with a mallet to adjust the liftgate striker outboard (to the rear of the vehicle). Only move the striker in 1mm increments, performing the liftgate calibration procedure after each adjustment.

**Important:** Note: It is critical for proper liftgate operation that the liftgate calibration procedure outlined in SI Document ID# 1864201 is performed every time the striker is adjusted and when any other liftgate repair is performed. Reference SI Document ID# 1864201.

If striker adjustment is performed, be sure to verify fit and finish of the liftgate to adjacent panels is still acceptable before returning the vehicle to the customer. If condition persists after striker has been adjusted, follow published diagnostic procedures in SI.

### Warranty Information

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

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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