



Service Bulletin

PRELIMINARY INFORMATION

Subject: Clunk Or Pop Type Noise From Power Lift-Gate Assembly At Full Open Position

Models: 2007 - 2016 GMC Acadia
2008 - 2016 Buick Enclave
2009 - 2016 Chevrolet Traverse
2007 - 2010 Saturn Outlook

This PI was superseded to update the Models, Recommendation, and Warranty Information sections. Please discard PIT5246C.

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

Condition/Concern

Some customers may state there is a clunk or pop type noise coming from the power lift-gate assembly when the lift-gate reaches the full open position. They may also notice that the lift-gate drops slightly when this occurs. This noise may be more noticeable when cold outside.

Once the lift gate reaches the full up position, the power lift-gate clutch disengages - leaving the struts to hold the gate in the full up position. It is the clutch disengagement that causes this noise.

Recommendation/Instructions

For 2007-2016 GMC Acadia and 2007-2010 Saturn Outlook:

There is a new right hand strut to address this noise. Replace the right hand strut with the current part listed in Electronic Parts Catalog (EPC). This new strut will help reduce the noise by lowering the overall stored energy in the system.

With the new strut installed the Liftgate noise should mimic levels currently heard on the 2009-2016 Traverse and 2008-2016 Enclave as some noise is still considered normal. Low ambient temperatures will still contribute to making this condition worse and the amount of noise may also vary between vehicles.

For 2008-2016 Buick Enclave and 2009-2016 Chevrolet Traverse:

If the struts are not weak and can hold the lift-gate open, the struts should NOT be replaced and this noise should be considered a normal condition.

Low ambient temperatures will still contribute to making this condition worse and the amount of noise may also vary between vehicles.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
1415030	Liftgate Strut Replacement	Use Published Labor Operation Time

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.

Additional SI Keywords

liftgate lift gate

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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