



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Liftgate Actuator Or Strut Ball Stud Connection

**Models:** 2015-2016 Cadillac Escalade Models  
2015-2016 Chevrolet Tahoe, Suburban  
2015-2016 GMC Yukon Models

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

### Condition/Concern

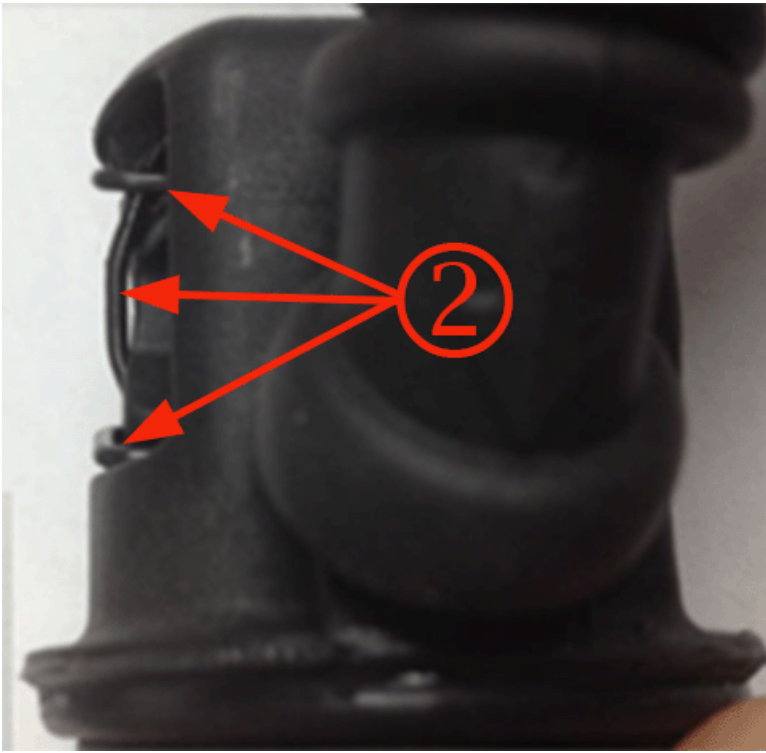
If a liftgate actuator or strut is removed or replaced it is imperative to pay close attention to ensure the ball socket clips (2) are properly orientated and seated on the ball stud (1).



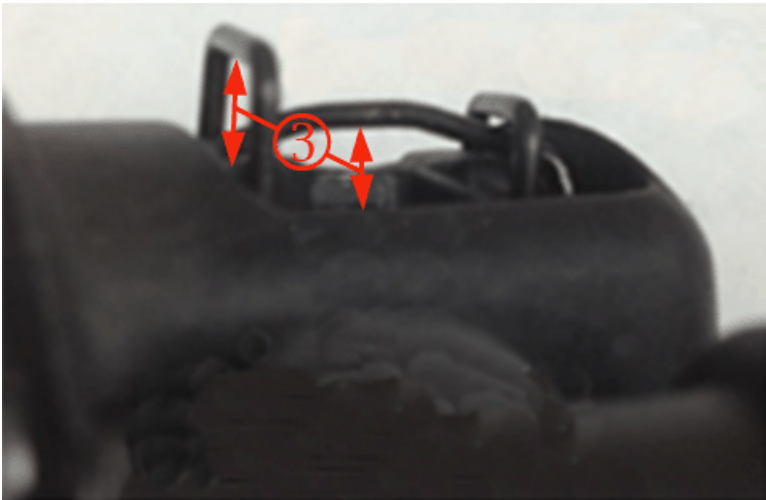


- Below are examples of ball socket clips with properly orientated and seated ball socket clips (1 & 2).





- Below are examples of ball socket clips not properly orientated and seated (3 & 4)





## Recommendation/Instructions

If the actuator or strut comes loose off a ball stud, perform each of the following repairs:

1. Replace the ball stud (bottom) or ball stud w/bracket (upper) per SI replacement procedure.
2. Replace the actuator or strut.
3. Ensure the ball socket clips are properly orientated and seated to prevent it from reoccurring.

## 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 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.

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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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