



# Service Bulletin

File in Section: -

Bulletin No.: 18-NA-369

Date: December, 2018

## INFORMATION

**Subject:** Information On Power Liftgate Assist Actuator Replacement

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2017	2018				
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

<b>Involved Region or Country</b>	North America and NA Export vehicles
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### Service Procedure



The purpose of this bulletin is to receive feedback from the dealership technician. Prior to replacing the power liftgate assist actuator, verify the liftgate actuator grommet is properly seated to the sheet metal (1) with NO gaps (2) which could result in water intrusion into the liftgate. To check retention, pull down on each of the 4 corners individually to see if the clip is secured to the sheet metal or if the grommet pulls away easily.

Visually inspect or feel the entire lip seal of the grommet to check for proper seating. Please report back any grommet issues that may have resulted in water intrusion in the causal warranty verbatim or submit a Field Product Report (FPR). For additional information on the FPR process, refer to the latest version of bulletin 02-00-89-002.

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Additional Key Words: Leak

