



Service Bulletin

Bulletin No.: 24-NA-039

Date: March, 2024

TECHNICAL

Subject: Dead Battery and / or Unwanted Liftgate Opening

This bulletin replaces PIT5973. Please discard PIT5973.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2022	2024	-	-	All	All
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon						

Involved Region or Country	North America
Additional Options (RPOs)	TC2 - Hands Free Liftgate
Condition	<p>Some customers may comment of a no crank due to a low or dead battery. This battery draw condition is more likely to occur if the vehicle is left unlocked and/or the key fob is left inside the vehicle.</p> <p>Is, they may or may NOT have a complaint that when the key fob is near the outside of the liftgate, that the power liftgate will open on its own, without pressing any fob buttons or kicking under the bumper.</p> <p>Note: If the battery draw is being monitored, when the draw is duplicated, this issue will cause a battery draw well over 10 amps.</p>
Cause	<p>The cause of these concerns is a combination of two faults:</p> <ol style="list-style-type: none"> 1. An issue with the K171 Hands Free Liftgate module repeatedly sending a false wake up request to the BCM commanding the liftgate to open, but the power liftgate may or may not actually open, see Important statement below. 2. A BCM software concern that is magnifying the battery draw if the BCM receives a wake up request, which is more likely to occur when the vehicle is left unlocked and/ or a key fob is left inside the vehicle. The BCM wake up request doesn't have to come from the K171 Hands Free Liftgate module to cause this issue, but that is the most common module that is waking up the BCM. <p>Important: For the power liftgate to actually open all of the following criteria must be met before the power liftgate will actually open from the false hands free request:</p> <ol style="list-style-type: none"> 1.) Vehicle must be in park. 2.) Power liftgate switch turned on (max or 3/4) 3.) Hands free setting in the radio must be turned on (open or open/closed) 4.) The fob is within 1 meter of the liftgate itself.
Correction	GM engineering has released some BCM updates to help reduce the battery draw magnification, BUT they are continuing to work on additional updates for the BCM.

Service Information

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

In the meantime, make sure the BCM has the latest programming updates. Advise the customer not to leave the key fob(s) inside the vehicle and to also lock the vehicle when not in use. Turning on the passive locking feature will ensure the vehicle is being locked when not in use. Last, if the customers complaint included the power liftgate opening on its own or the source of the vehicle waking up/battery draw is the K171 Hands Free Liftgate module then replace the K171. One way to help determine if the K171 is waking up the vehicle is to remove the F35RA 10 amp in the rear fuse block for the K171 and see if the concerns go away.

As a test to determine if the K171 Hands Free Liftgate module is causing the battery draw or if replacing the K171 Hands Free Liftgate module and it is not available/back order, the F35RA fuse can be left removed while the customer takes the vehicle. With the fuse removed, the hands free liftgate feature will not work, but the power liftgate will still function normally. In addition, if the truck is equipped with Trailer Tire Pressure Monitor system (RPO UET), then that feature will also be lost while the fuse is pulled. Please review this option with the customer if the K171 Hands Free Liftgate module is not readily available or for testing.



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Note: Vehicles built after October 2023 have a new design K171 Hands Free Liftgate module that addresses unwanted liftgate activation and potential battery drain. Modules stamped with a triangle are the new design. With this change, the bulletin is approved.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2063030	Rear Closure Hands Free Module Replacement	Use Published Labor Operation Time
2810215	Body Control Module Reprogramming with SPS	
6486208*	Remove Fuse F35RA - Use This Unique Labor Operation To Allow The Customer To Drive The Vehicle While Waiting For A Hands Free Module or for testing.	0.2 hr
ADD	ONLY Use As Needed - Charge and Test Battery	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released February 28, 2024

