



Service Bulletin

File in Section: -

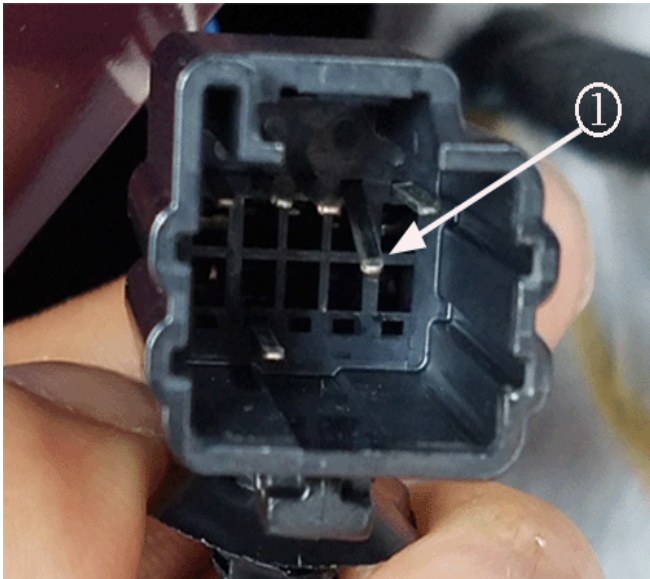
Bulletin No.: 17-NA-232

Date: July, 2017

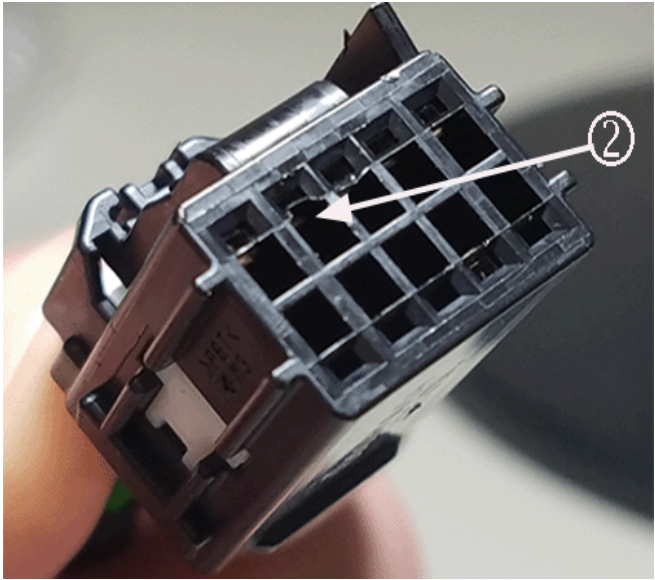
TECHNICAL

Subject: Power Liftgate Stops When Opening and/or Will Not Close from Open Position, DTC B153E or B396A Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox (VIN X)	2018	2018			All	All
GMC	Terrain						

Involved Region or Country	North America, China, Israel, Middle East		
Condition	Some customers may comment on any of the following issues: • When the power liftgate is opened from fully closed position via the key fob, interior switch or touchpad, the liftgate may stop after opening only slightly (usually not more than 38 cm (15 in) from closed position). • The power liftgate is inoperable when trying to close an open liftgate by means of the key fob or interior switches. • Technicians may find DTC B153E or B396A set in the Power Liftgate Module.		
Cause			

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	 4834001 Note: Examples of the bent pin condition are shown in the male terminal side (1) and mating side female terminal (2) connector graphics above. The cause of the condition may be that the male terminals in the body harness 10-way in-line connector to the liftgate power assist actuator may not be dimensionally stable and/or misaligned, causing intermittent electrical contact.
Correction	Important: DO NOT replace the liftgate power assist actuator or the power liftgate ECU before first inspecting the connector as possible cause of the condition. Inspect the body harness to liftgate power assist actuator connector and repair as necessary following the Service Procedure below.

Parts Information

No parts are normally required for this repair.

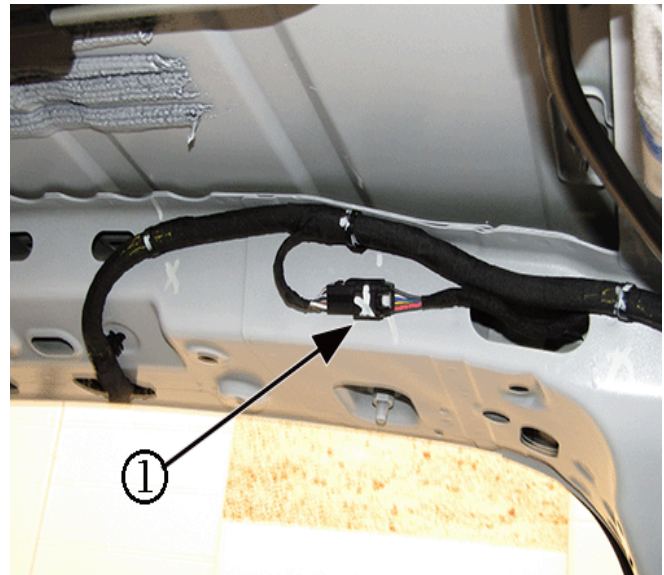
Warranty Information

For vehicles repaired under warranty, use:

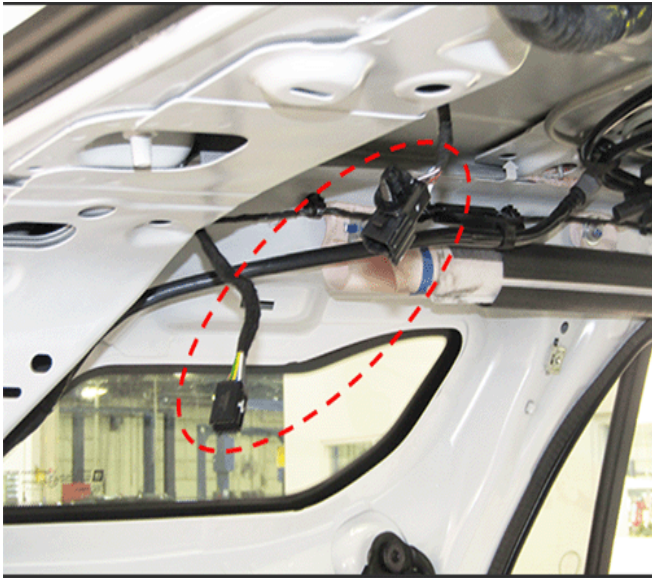
Labor Operation	Description	Labor Time
5430922	Connector Reconnection	Use Published Labor Operation Time

Service Procedure

1. Verify the liftgate condition.

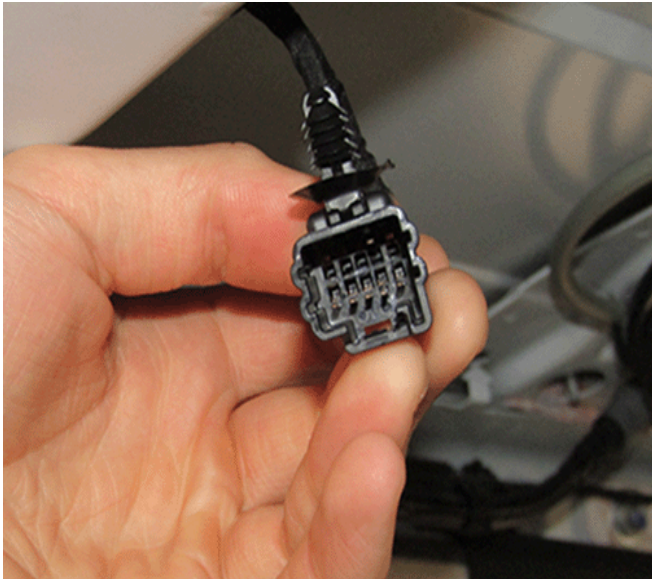


2. Lower the left rear portion of the headliner enough to access the body harness to liftgate power assist actuator connector (1). Refer to *Headlining Trim Panel Replacement* in SI.



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3. Disconnect the body harness and liftgate power assist actuator connectors.



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4. Inspect the body harness male in-line connector for any bent or misaligned terminals. Straighten any misaligned male terminals.
5. Reconnect the connectors and verify proper power operation of the liftgate opening/closing.
6. Reposition the body harness and reinstall the headliner. Refer to *Headlining Trim Panel Replacement* in SI.

Version	1
Modified	

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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