
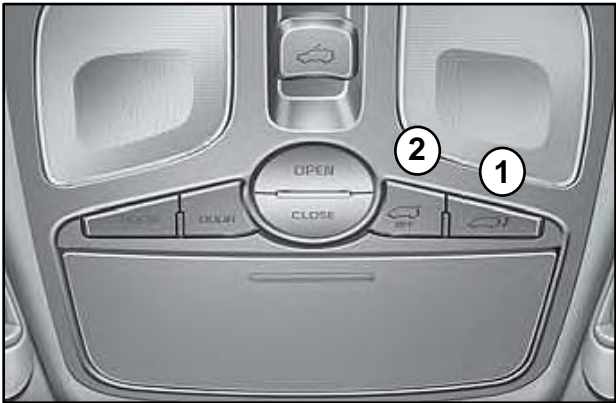
	GROUP <b>Body</b>	MODEL <b>2014MY Sorento (XMa)</b>
	NUMBER <b>PS291</b>	DATE <b>January 2014</b>
 		
<b>SUBJECT:</b> TAILGATE WILL NOT OPEN OR CLOSES AGAIN AFTER STARTING TO OPEN		

A customer complaint of a Power Tailgate System (PTGS) intermittently inoperative for a period of time or a Power Tailgate which starts to open but then immediately re-closes may be due to the customer, inadvertently, disabling the PTGS by depressing the PTGS OFF button in the overhead console.

- If the PTG System is currently inoperative, inspect the position of the button in the overhead lamp console area (shown below) to ensure it is not currently depressed (OFF Position).
- If the PTG System is currently operating normally and with no Body or CAN DTCs related to the PTG System present, perform a relearn procedure followed by a minimum of 10 cycles without experiencing any malfunction (Refer to PS270).
- Have the Service Advisor or other dealer personnel explain the location and function of the Power Tailgate System OFF button to the customer and demonstrate the effect that depressing this button will have on the Power Tailgate operation.



1- Power tailgate open/close button  
2- Power tailgate OFF button