



## STAR ONLINE PUBLICATION

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**Case Number:** S2023000023

**Release Date:** 04/24/2020

**Symptom/Vehicle Issue:** Automatic drop tailgate inoperative or not lowering

**Discussion:** Operate the auto release function of the tailgate. Listen and feel for the electric release. If the tailgate does not click or feel like the actuator is operating, begin with electrical checks. If the tailgate does click and attempt to unlatch but does not release and lower, begin with inspecting body gaps using the specifications from TechCONNECT Service Information 23 - Body / Body Structure / Gap and Flush / Specifications. Adjusting the gaps at the tailgate involves loosening the gate strikers. Before adjusting or moving the strikers, use a china marker or grease pencil to mark the current location of the striker as a visual baseline. Make adjustments to balance gap and flush with latching effort having both latches release simultaneously.

**Verification:** Open and close the tailgate several times using the auto release feature to verify proper operation.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**