

## STAR ONLINE PUBLICATION

---

**Case Number:** S2023000026

**Release Date:** 05/06/2020

**Symptom/Vehicle Issue:** Liftgate Will Not Power Close Liftgate Ajar Light Will Be On. Liftgate Will Not Power Open.

**Discussion:** Do not actuate the handle if the customer says the liftgate is not functioning. First, look at the latch through the rear hatch access panel, the sector gear will be in an Out-of-Home position (NOT HOME position Figure 1). Fig 2 shows HOME position. The vehicle will have one or many of the below DTC's:

- B1975-00 - Power Liftgate Latch Cinch - Ratchet Secondary Switch Performance
- B1970-00 - Power Liftgate Close Direction - Ratchet Primary Switch Performance
- B1974-00 - Power Liftgate Close Direction Ratchet Secondary Switch Performance
- B1978-00 - Power Liftgate Close Direction - Sector Switch Performance



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**

## STAR ONLINE PUBLICATION

### Repair Procedure:

If the customer states the liftgate is not functioning when they arrive do not try to release the gate with the outside handle, access the latch through the panel to determine the latch position. Record DTC codes and confirm latch is out of home position.

Once the latch position is verified and while the vehicle has power, cycle the vehicles' outside liftgate handle three times slowly. Check if the latch sector gear moved back to Home Position (Figure 2). If not, unplug the main connector between the latch and the body wire harness (Figure 3) for 10 seconds and then plug it back in. Check if the latch sector gear moved back to Home position. If the latch is at Home position, press the vehicle's inside liftgate button. If the liftgate functions properly, clear the DTCs.



Figure 2 – Latch is in Home position

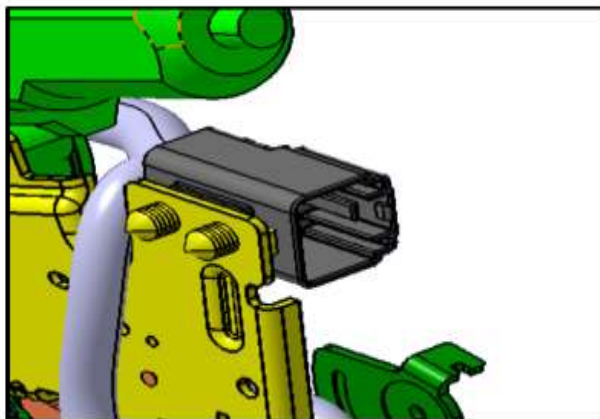


Figure 3 – Liftgate latch connector

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**