

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: The Tailgate Ajar Warning Lamp Does Not Illuminate

Discussion: The customer may report the tailgate ajar warning indicator located in the cluster is inoperative and/or does not illuminate.

Please verify if the vehicle was built between 4-15-2019 to 11-22-2019. If the vehicle was not built within these build dates this SOL Publication does not apply and standard diagnostics should be performed.

If the vehicle was built within the above dates:

- Vehicles with sales codes LAN (Tailgate Ajar Warning Lamp), XH5 (Parallel and Perp Park Assist w/Stop), and/or MWK (Multi-Function Tailgate). If the vehicle is equipped with these sales codes LAN and XH5 and/or MWK, this SOL Publication does not apply and standard diagnostics should be performed.
- Vehicles not equipped with XH5 and/or MWK however; are equipped with sales code LAN, the vehicle is not configured to illuminate the Tailgate Ajar warning lamp when the tailgate is open. No repair attempt should be made.

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