

STAR ONLINE PUBLICATION

Case Number: S1908000210

Release Date: 06/23/2020

Symptom/Vehicle Issue: Hands Free Power Sliding Door And Liftgate Feature Operates Intermittently

Customer complaint/ technician observation: Owner complains the hands free feature operates intermittently when trying to open the power sliding door or liftgate. Technicians observed a similar condition when attempting to duplicate the owner's complaint, the vehicle is not setting any DTC's.

Discussion: Verify the proper techniques are being utilized in the sensing area for the hands-free operation. Below is an example tip sheet for the Pacifica systems, liftgate example is a guide for similar systems on Cherokee.

THE CHRYSLER
PACIFICA
2017 HANDS-FREE SLIDING DOORS AND LIFTGATE
CHRYSLER

Your 2017 Chrysler Pacifica is equipped with Hands-Free Sliding Doors and Liftgate that will allow you to open them by kicking under the activation zone.

HANDS-FREE SLIDING DOOR
ACTIVATION ZONE



HANDS-FREE LIFTGATE
ACTIVATION ZONE



Pg 1

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

To operate the Hands-Free Sliding Doors or Liftgate, a valid key fob must be within 5 ft (1.5 m) next to the door or liftgate you want to operate. Move your foot in a straight in and out kicking motion under the activation zone (complete kick motion in approximately 1-2 seconds). Do not use a side-to-side motion.



When a valid kicking motion is completed:

- At the Sliding Door there will be a chime, the hazard lights will flash, and the sliding door will open almost instantaneously.
- At the Liftgate there will be a chime, delay, the hazard lights will flash, and the liftgate will open.

This assumes all options are enabled in the radio.

If your vehicle is equipped with the Trailer Tow package, the hands-free activation zones for the Liftgate will be located on the left and right side of the receiver. Use a straight kicking motion under either activation zone as described above.

The Hands-Free Sliding Doors and Liftgate will only operate when the transmission is in Park.

NOTE: Disable the Hands-Free Sliding Doors and Liftgate features through Uconnect during the following:

- Vehicle Servicing
- Jacking And Tire Changing
- Towing Vehicle

NOTE: For additional Hands-Free Sliding Doors and Liftgate information, refer to "Doors" and "Liftgate" located in "Getting To Know Your Vehicle" in your Owner's Manual on the DVD.

NOTE: Feature does not close the Sliding Door and Liftgate.

NOTE : System is activated by one 'in & out' foot kicking motion below the Sliding Door/Liftgate activation zones. Inspect and clean sensors locations to test.

Customer Enabling Conditions :

- Vehicle must be in "Park"
- Requires the Key Fob to be within 5ft (1.5 meters) of the Liftgate/Sliding Door
- Features must be enabled in the radio (Settings/Controls -> Doors & Locks)Pg 3.

PG2

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



PG 3

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