



STAR ONLINE PUBLICATION



Case Number: S2008000189

Release Date: 11/24/2020

Symptom/Vehicle Issue: Liftgate Ajar Warning Displayed In Cluster, Alarm Goes Off Vehicle Parked And Secured

Customer Complaint/ Technician Observation: Customer complaint of intermittent Liftgate ajar warning displayed in *Cluster* while driving and vehicle *Alarm* going off with vehicle parked, locked and customer out of vehicle. Technician observed, B1975 - Power Liftgate Latch Cinch - Ratchet Secondary Switch Performance and B1977 - Power Liftgate Open Direction - Sector Switch Performance pending

Repair Procedure: Inspect the harness routing at the Power lift motor bracket/module location or at the harness location retaining clips as shown at the D pillar Fig 1, 2.

Note: Moving the harness at or near suspect areas would cause a switch state to change while monitoring with the scan tool.

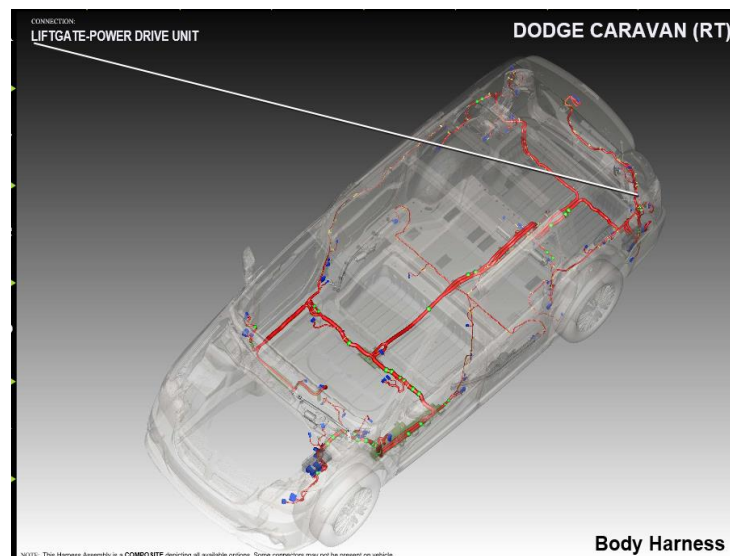


Fig 1

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



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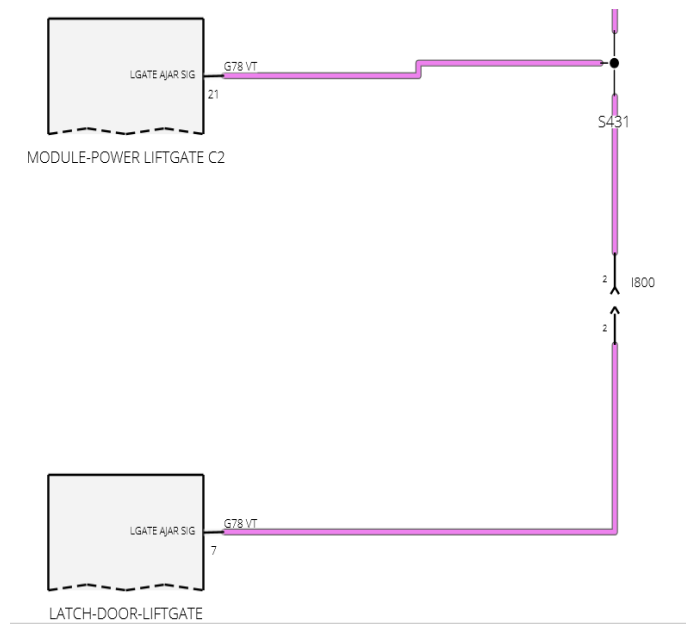
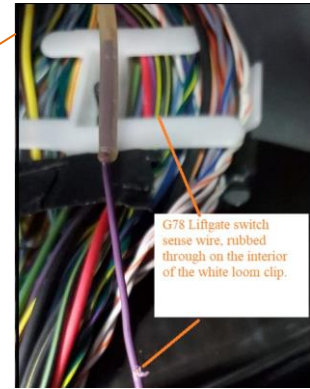
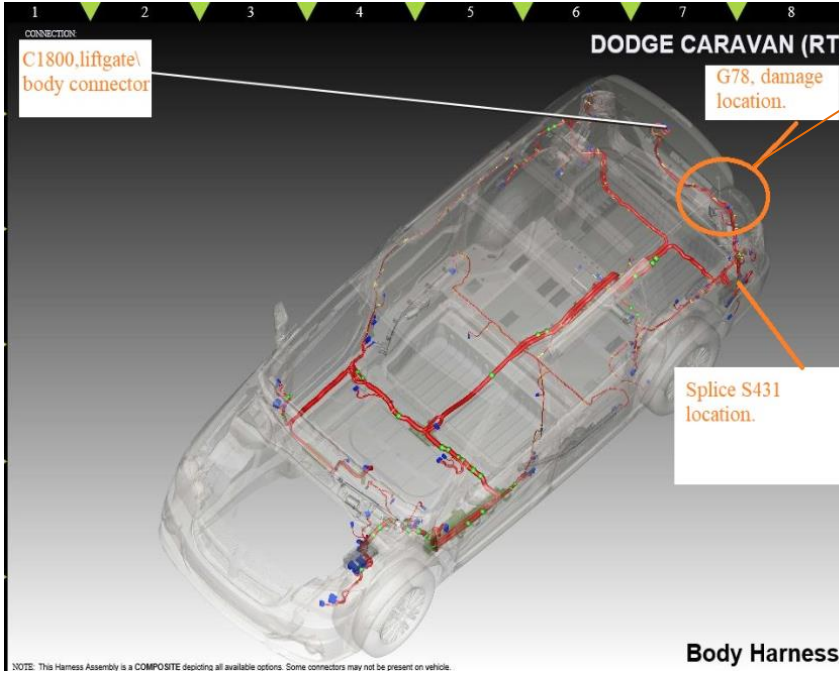


Fig 2

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