



STAR ONLINE PUBLICATION



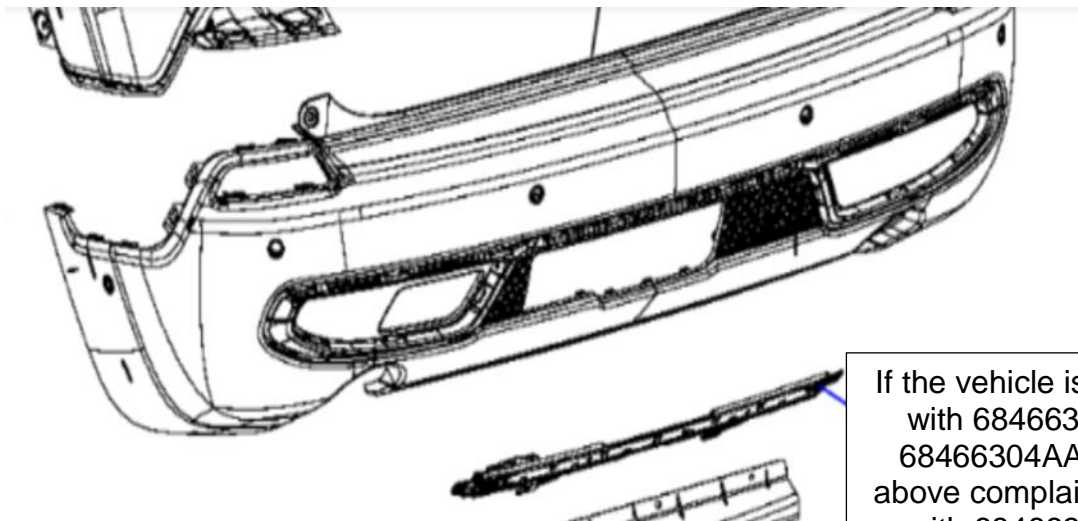
Case Number: S1908000194 REV A

Release Date: 11/17/2020

Symptom/Vehicle Issue: Hands Free Liftgate Takes Multiple Foot Kicks to Open After The Vehicle Enters A Full Bus Sleep Cycle

Customer Complaint/ Technician Observation: The customer complaint is the Hands Free liftgate operates intermittently after a foot kick. Technician has observed the same concern, multiple kick attempts required to get the liftgate to sense the request and power open.

Discussion: If the owner complains of the exact condition described above, and the proper foot kick area is being used, replacing the sensor with the most current part 68466305AB will improve the response.



If the vehicle is equipped with 68466305AA or 68466304AA with the above complaint, replace with 68466305AB to resolve.

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