



STAR ONLINE PUBLICATION

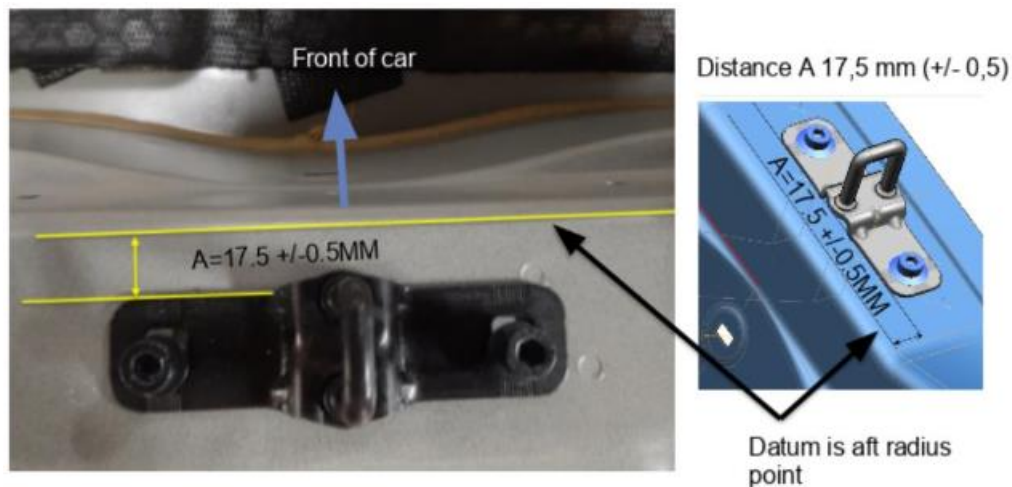


Case Number: S2023000046

Release Date: 12/02/2020

Symptom/Vehicle Issue: Difficult To Close Tail Gate

Discussion: Verify tail gate adjustment. Adjust the body side striker to 17.5mm +/- 0.5mm from the beginning of the radius on the sheet metal on the forward side of the edge of the cross member. **Note 17.5mm is from the beginning of the flat horizontal edge** of the cross member not the leading edge. See the below image.



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