

## STAR ONLINE PUBLICATION

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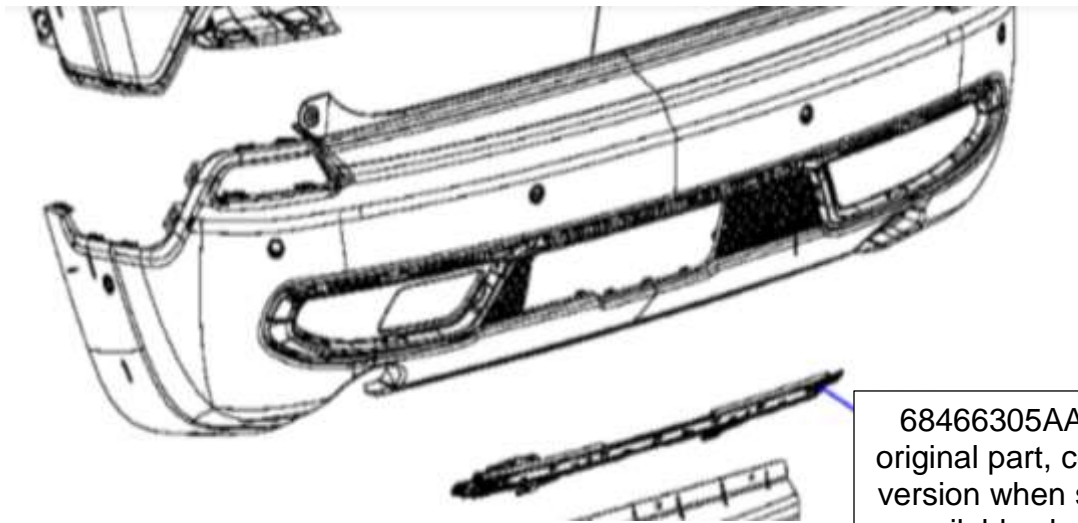
**Case Number:** S1908000194

**Release Date:** 06/16/2020

**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:** Do not replace any parts at this time. Updated part with newer software is being investigated to improve the operation. Estimated time for availability early to middle 3<sup>rd</sup> quarter of 2020.



68466305AA is the original part, corrected version when supplies available should be AB level or greater

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**