



STAR ONLINE PUBLICATION



Case Number: S2108000033

Release Date: 02/04/2021

Symptom/Vehicle Issue: Rear Tailgate Does Not Unlock, DTC U114E-00 Lost Communication With Multi-Function Tailgate Module

Customer Complaint/Technician Observation: Owner says the rear tailgate is not unlocking. Technician observed the vehicle setting DTC U114E-00: LOST COMMUNICATION WITH LEFT MULTI-FUNCTION TAILGATE MODULE.

Repair Procedure: Inspect connector XY640A for any signs of terminal push outs, poor sealing and or corrosion with the D403 LIN BUS 3 circuit. Clean, repair or replace terminals for the involved circuit as needed to resolve, Fig 1, 2.

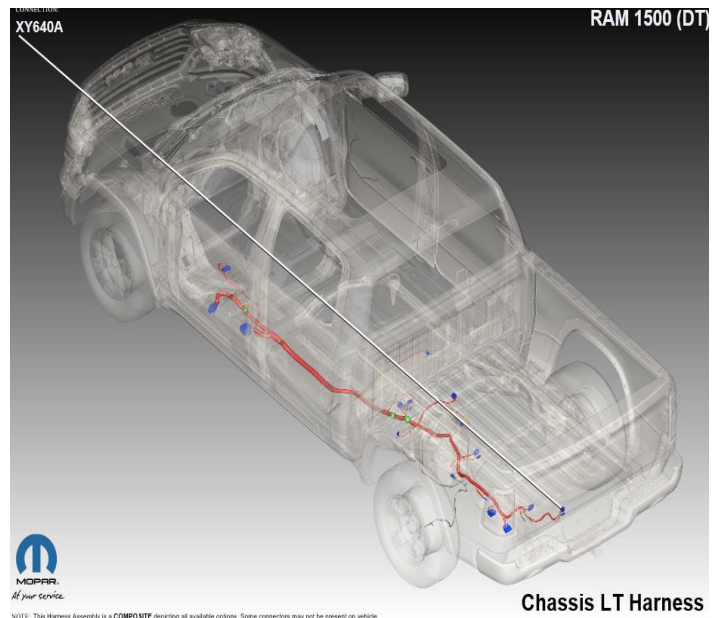


Fig 1

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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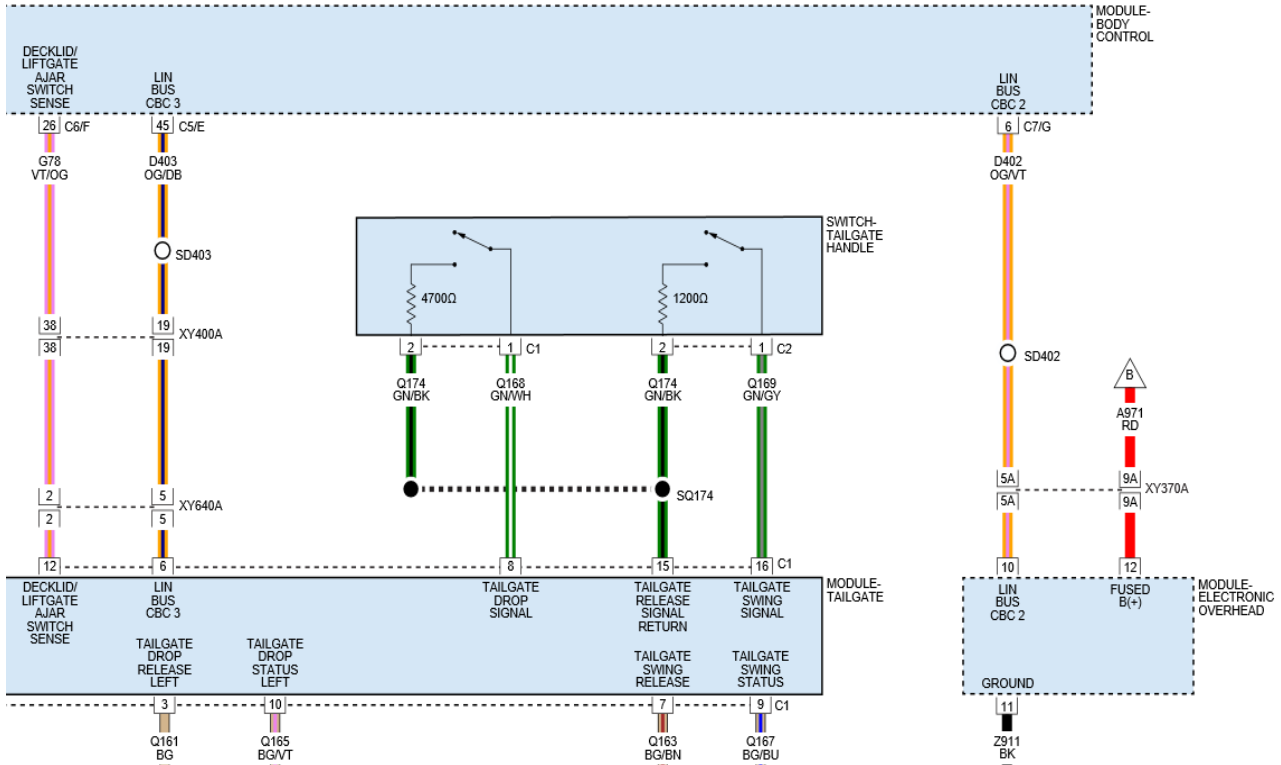


Fig 2

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