



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Rear Liftgate Door Trim Panel Dome Lamp Does Illuminate

Customer Complaint/Technician Observation: Owner complains the interior lamp on the rear liftgate trim panel does not turn on. Technician has observed the same and the vehicle is not setting any DTC's

Discussion: Engineering is investigating an update to the existing wiring on the involved vehicles. The vehicles involved are vehicles that did not have the power liftgate option sales code (JRC) but have the lamp in the panel. The lamp operation is dependent on the package that included the G78 circuit for the lamp. No repairs to the vehicles inoperative lamp should be attempted until the harness is made available for the service update. The new liftgate harness should be available by early second quarter 2021.

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