



## STAR ONLINE PUBLICATION



**Case Number:** S2123000023 Rev A

**Release Date:** April 2021

**Symptom/Vehicle Issue:** The Liftgate Latch Sticks Will Not Open, Close, Or Hard To Close Manually

**Customer Complaint/Technician Observation:** Liftgate will not open or fully latch on a power close cycle or intermittently won't close. Gate may also require high amount of effort to manually close by hand.

**Discussion:** A liftgate striker adjustment may remedy closing effort issues. Move the striker rearward 1.5mm and re test. If the power and manual opening/closing issues are not resolved, move the striker 1mm rearward again and re test. Gap and flush should also be reviewed once the gate is fully latching for power and manual operation. For adjustments steps and information refer to the Service Library Document for Liftgate Adjustments 23 - Body / Decklid / Hatch / Liftgate / Tailgate / Swing Gate / Liftgate / Adjustments for instructions for adjusting the liftgate striker.

Tip- Mark the striker on the body side with a non-permanent pen like a china marker or grease pencil prior to making adjustments so you have a baseline you can go back to and measure how much change is being made.

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**