



STAR ONLINE PUBLICATION



Case Number: S1908000107 REV. A

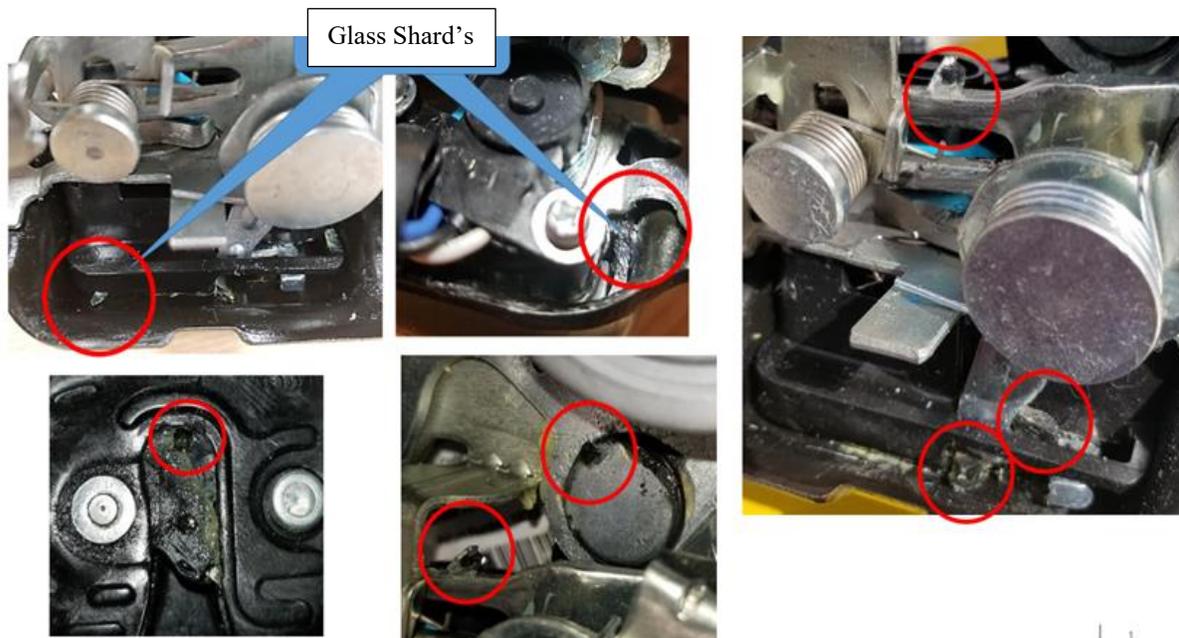
Release Date: April 2021

Symptom/Vehicle Issue: Rear Liftgate Does Not Latch, Liftgate Ajar Lamp Illuminated

Customer Complaint/Technician Observation: Owner complains the vehicles liftgate will not latch at times, ajar lamp on. Technician observed the condition, and finds slamming the liftgate with added effort will secure the liftgate.

Discussion: Inspect the latch mechanism and latch area for any signs of contaminants (glass fragments). Below is an example of the rear liftgate latch exposed showing the glass fragments that appeared after the rear liftgate glass was broken out.

If glass fragments are located as shown all repairs should be at the owner's expense and are not considered to be warrantable.



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. 04.24.21

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found