



STAR ONLINE PUBLICATION



Case Number: S2123000043

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Symptom/Vehicle Issue: Power Liftgate Module Kick Sensor Not Working When Bus Is Asleep

Customer Complaint/Technician Observation: Power liftgate with kick sensor feature not working after the car has been sitting.

Discussion: With the above concern use WiTECH and check the PLGM flash part number. Ensure the PLGM has AH level (or newer) software. If it is AG or lower flash to AH or later. If WiTECH does not show a flash- replace with PLGM AH level or newer.

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