



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Hands-Free Power Liftgate Does Not Operate

Discussion: Some Grand Wagoneer and Wagoneer models may be produced without the hands-free liftgate. The power liftgate itself will function normally when using the FOB/K or Switches.

If the hands-free liftgate feature is removed. It will be indicated on the monroney label as sales code: XX8 – Power Liftgate w/Deleted Hands-Free Feature.

Diagnosis: For concerns of the hands-free power liftgate feature not functioning. Review the vehicles sales codes and determine if it is equipped with XX8 – Power Liftgate w/Deleted Hands-Free Feature. If sales code XX8 is listed, further diagnosis is not required. The hands-free system is not equipped.

If sales code XX8 is not listed, perform standard diagnostics for the hands-free and power liftgate system.

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