



## STAR ONLINE PUBLICATION



**Case Number:** S2223000021

**Release Date:** March 2022

**Symptom/Vehicle Issue:** The Customer Has Difficulty When Opening Or Closing The Power Liftgate

**Customer Complaint/Technician Observation:** The power liftgate latch is not releasing or not latching when customer requests gate to operate.

### Discussion:

1. Verify customer complaint. If the power liftgate system is operating as designed ask the owner to help with duplication. If not able to duplicate return the vehicle to the customer. If can be duplicated go to step 2.
2. Check for DTC's. Follow diagnostics for any active related DTC's. If there are no DTC's go to step 3.
3. If power liftgate is inoperative, put the ignition in RUN. Go to the rear of the vehicle and hold the exterior handle button on the hatch for 2 seconds. This will reset the latch.
4. Does the power liftgate latch function? If yes step 5. If not go to step 6.
5. If the power liftgate functions as intended, do not replace the latch. Return the vehicle to the owner.
6. If the power liftgate is still inoperative, run a calibration cycle. Refer to 08 - Electrical / 8N - Power Systems / Power Liftgate / Standard Procedure- power liftgate latch homing and power liftgate calibration. If the homing test fails, go to step 7. If the power liftgate system operates as designed go to step 5. If it does not operate go to step 7.

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**



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7. If the power lift gate is closed and latch will not release refer to 08 - Electrical / 8N - Power Systems / Power Liftgate / Standard Procedure **MANUAL RELEASE OF AN INOPERATIVE POWER LIFTGATE LATCH**. If there are DTC's, follow the diagnostics for that DTC. Then return to step 4
8. If the power lift gate still will not latch or unlatch under power. Inspect/test wiring and connections prior to replacing a latch. Then perform latch homing in step 6.

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