



## STAR ONLINE PUBLICATION



**Case Number:** S2223000022

**Release Date:** March 2022

**Symptom/Vehicle Issue:** Power Liftgate Inoperative Or Intermittently Will Not Open Or Close.

### Discussion:

1. Duplicate and verify the customer complaint
2. Check for DTC's in the PLGM Power Lift Gate Module. Follow diagnostics for any active codes. Refer to 08 - Electrical / 8N - Power Systems / Power Liftgate / Diagnosis and Testing for additional information.
3. If no DTC's exist, or in addition to DTC testing inspect wire connections at the power drive unit. (Fig1)

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.

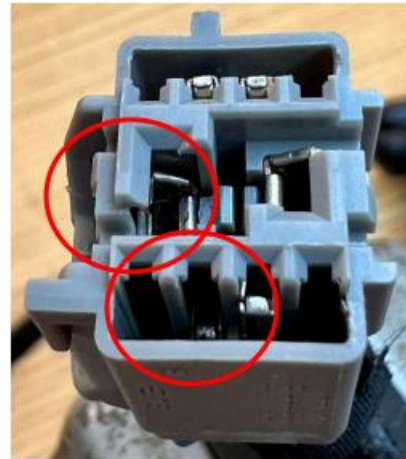
**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**



## STAR ONLINE PUBLICATION



Normal lock



Lock with unseated pins

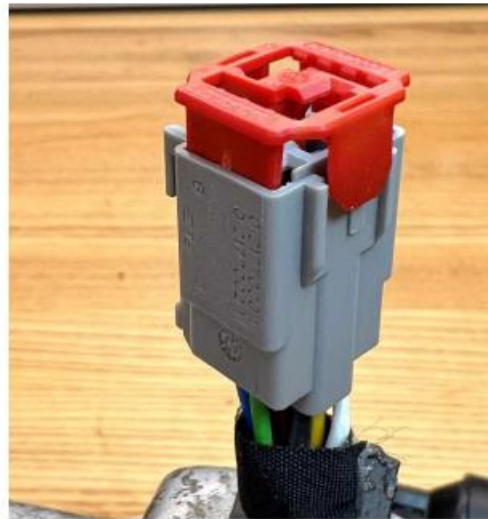


Fig 1

Left images are normal condition

Right images show damaged and unseated pins due to a pin lock not fully assembled

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