



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Hands Free Power Sliding Door And Or Liftgate Function Difficult To Use Or Intermittent Operation

Customer Complaint/Technician Observation: Customer complaint of hands free kickwave feature being difficult to use or working intermittently. System sensitive to registering different kick styles

Discussion: Verify vehicle has hands free functionality equipped (attempt to open sliding doors / lift gate with a kick request - key fob must be present).

Does the Hands Free Sensor system operate intermittently or inconsistently?

Yes- inspect the Hands Free Sensor Module part number for the door or gate that is inconsistent. If hands free door module is prior to AE level- replace with AE or newer level. If the liftgate hands free sensor is prior to AC level, replace with AC or newer level.

Hands Free Sensor Modules cannot be service flashed and require replacement to receive updates.

Refer to Service Library and STAR Parts Catalog for current information on removal/installation and part availability.

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