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Symptom/Vehicle Issue: The Tailgate Ajar Warning Lamp Does Not Illuminate

Discussion: The customer may report the tailgate ajar warning indicator located in the cluster is inoperative and/or does not illuminate. Upon reviewing the vehicle information, you may find sales code LAN - Tailgate Ajar Warning Lamp, the feature enabled in the vehicle configuration, and/or the feature listed on the monroney label. This does not automatically indicate the feature was intended to function.

An engineering change disabled the Tailgate Ajar Warning Lamp feature on vehicles not equipped with XH5 - Parallel and Perp Park Assist w/Stop, and/or MWK - Multi-Function Tailgate. LAN is only functional on vehicles equipped with XH5 and/or MWK as it is required for those systems to operate.

Vehicles built between 4/15/2019 – 11/22/2019 without XH5 or MWK may still have the “Tailgate Ajar Warning Lamp” listed on the monroney Label. After this date range the feature was no longer listed on the monroney however the LAN sales code and configuration may still be present.

It is considered normal operation for the Tailgate Ajar Warning Lamp to be disabled on vehicles not equipped with XH5 and/or MWK.

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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This feature will always be enabled on vehicles equipped with either the XH5 and/or MWK sales codes. If the tailgate warning feature does not function on vehicles equipped with these sales codes. It is unlikely an issue with the configuration, but rather a hard fault in the system. Diagnose the system using standard procedures.

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