



STAR ONLINE PUBLICATION



Case Number: S2223000019

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Symptom/Vehicle Issue: Power Liftgate Will Not Latch Closed

Discussion: If according to the customer power liftgate is not latching, before replacing the liftgate latch, check for the presence of an Aftermarket Floor Mat that could interference with the liftgate striker.

3 conditions that are possible from cargo mat interference:

1. Aftermarket Rear Cargo Compartment Floor Mats could block the liftgate striker opening in the rear sill trim component, which may lead to liftgate closing issues.
2. Aftermarket Rear Cargo Compartment Floor Mat could damage the liftgate striker opening cover in the rear sill trim component, which may lead to liftgate closing issues.
3. Aftermarket Rear Cargo Compartment Floor Mat could damage the liftgate striker opening cover in the rear sill trim component and allow debris to enter the striker pocket which may lead to liftgate closing issues.

Repair:

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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1. Reposition the Aftermarket Rear Cargo Compartment Floor Mat to provide clearance to the striker opening and allow the liftgate to close.
2. If clearance cannot be provided, remove the Aftermarket Rear Cargo Compartment Floor Mat.
3. Confirm the liftgate closes and latches.

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