

Subject: ABNORMAL NOISE FROM LATCH WHEN OPENING POWER LIFTGATE (PLG)	Service Alert No.: SA-004/23
	Last Issued : 01/13/2023

BULLETIN NOTES

APPLICABLE MODEL(S) /VINS:

2020-2023 CX-30 produced before August 22, 2022

2023 CX-50 produced before September 30, 2022

DESCRIPTION

Some customers may report hearing an unusual noise coming from the power liftgate (PLG) when it is unlatching to open or latching closed. This is caused by an internal fault in the liftgate latch and/or loose bolts holding the latch to the liftgate.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Does the noise come from the lock/latch area when the liftgate unlocks or locks?
 - YES** - Replace the latch **and bolts** with the improved parts listed in the parts section.
CX-30: LIFTGATE LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION
CX-50: LIFTGATE LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION
 - NO** - Diagnose the vehicle using MGSS and industry procedures.
3. Verify the repair by confirming the noise is eliminated.

PARTS INFORMATION

Part Number	Description	Qty.	Notes
DGJ1-62-310A	LOCK, LIFTGATE	1	---
9KGB-E0-616	BOLT	4	DO NOT use bolt 9946-60-616 which is listed in GEPC.

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