



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Power Liftgate Does Not Operate When Using the Remote Key Power Liftgate Button

Owner Complaint/Technician Observation: Owner complains that the remote key fob does not power open the liftgate as expected when using the liftgate button. Technician observed the liftgate does not function when using this button.

Discussion: Key fobs are common on vehicles **with** and **without** a power liftgate option.

Power liftgate and non-power liftgate vehicles use the same FOB



On vehicles equipped with power liftgate sales code (JRC Power Liftgate) the liftgate button will provide power liftgate functionality.

POWER LIFTGATE — IF EQUIPPED The power liftgate may be opened by pushing the liftgate button on the key fob. Push the liftgate button on the key fob twice within five seconds to open or close the power liftgate.

If the vehicle does “**not**” have a power liftgate option, it will unlock and pop open the liftgate on base vehicles without the power liftgate option. Verify proper FOB operations based on the vehicles equipment before replacing.

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