

<b>Subject:</b>  LIFTGATE LATCH RATTLE	Service Alert No.: SA-045/23
	Last Issued : 08/29/2023

## BULLETIN NOTES

This bulletin supersedes the previously issued Service Alert(s) listed below. The changes are noted in Red.

Previous TSBs:	Date(s) Issued:
SA-045/23	07/31/23

## APPLICABLE MODEL(S)/VINS:

2024 CX-90

## DESCRIPTION

Some customers may report the liftgate rattles or clunks and the sound is coming from the latch. This is due to the coating from the lock striker scratching off due to repeated opening/closing of the liftgates. To eliminate the noise, the grease coating from the latch must be completely removed.

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

**NOTE: DO NOT** replace the latch, follow the repair procedure below to resolve the concern.

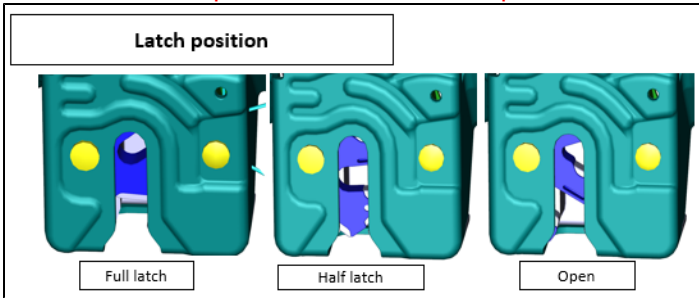
## REPAIR PROCEDURE

1. Verify the customer concern.
2. Inspect the condition of the latch within the area below. Is there damage to the latch?  
**Yes** - Replace the latch assembly.  
**No** - Continue to step 3.

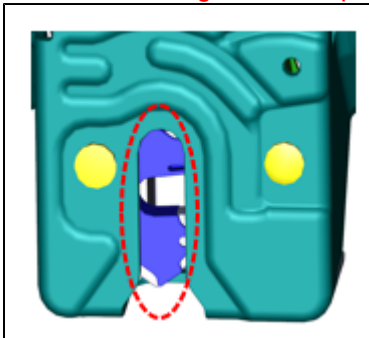


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3. Move the latch position to the half latch position.

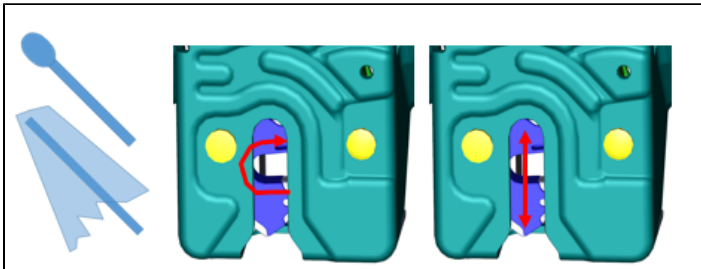
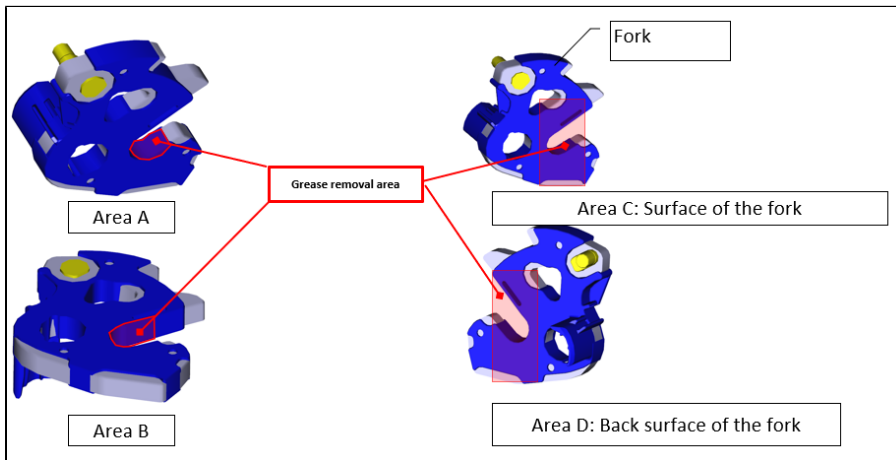


4. Wash out the grease with parts cleaner in the area indicated in the image.

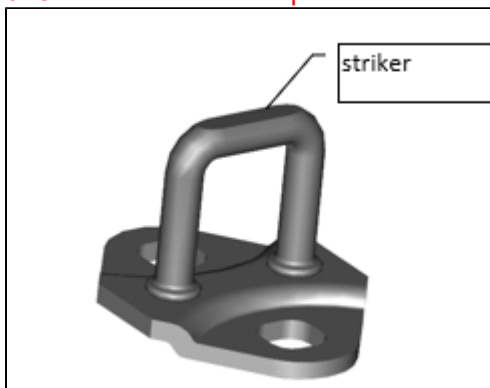


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5. Completely clean areas A through D with a swab and parts cleaner.

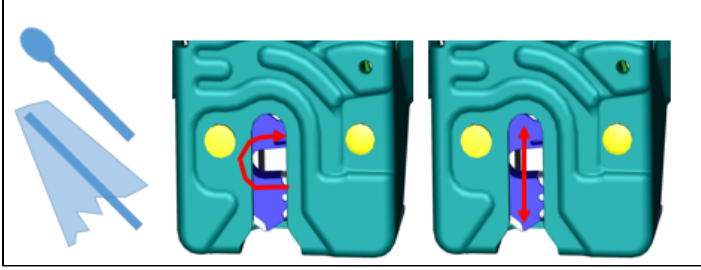


6. Clean the striker with parts cleaner.

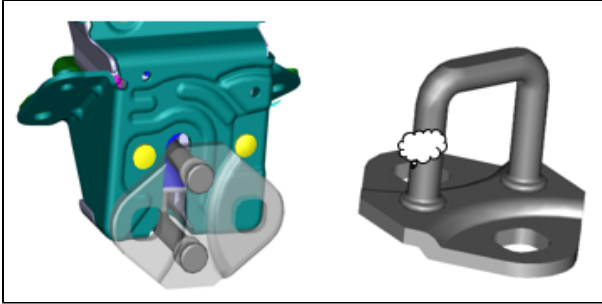


7. Reapply grease to areas A through D with a swab.

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**NOTE:** After latching the striker fork and grease is found on the striker, the grease must be cleaned. This process must be repeated until there is no grease on the striker after latching.



8. Verify the repair.

**PARTS INFORMATION**

Part Number	Description	Qty.	Notes
<b>KBB3-62-310</b>	<b>W/O Power Liftgate</b>	<b>1</b>	<b>Must verify if original liftgate latch is damaged</b>
<b>KBB4-62-310A</b>	<b>W/ Power Liftgate</b>	<b>1</b>	
0000-77-XG3A (Motorcraft Equivalent XG-3-A)	SILICONE BRAKE CALIPER GREASE/DIELECTRIC GREASE	1	Grease is a shop supply that repairs multiple vehicles for multiple issues and cost is included in the Labor Time.

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