



Subject: POWER LIFTGATE (PLG) IMPROPER OPERATION OPENING OR CLOSING	Service Alert No.: SA-046/23
	Last Issued : 08/01/2023

DESCRIPTION

Customers may report that the power liftgate (PLG) does not open, close, latch, unlatch, or stops mid-operation.

REPAIR PROCEDURE

1. Check the 12V battery voltage and charge the battery if it is under 12.7V.
2. Regardless of any DTC that are set, clear the KAM first and reinitialize the liftgate using the appropriate procedure below:

H3T (6cyl):	• NEGATIVE BATTERY TERMINAL DISCONNECTION/CONNECTION
PYUL (PHEV):	• NEGATIVE BATTERY TERMINAL DISCONNECTION/CONNECTION • SUB BATTERY REMOVAL/INSTALLATION [PYUL] NOTE: Use the procedure to access the battery, you do not need to remove it.

3. Retest PLG operation.

Is the PLG working correctly?

- **YES:** Return the vehicle to the customer.
- **NO:** Contact Mazda Technical Hotline.

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