



STAR ONLINE PUBLICATION



Case Number: S2308000017 Rev. A

Release Date: July 2023

Symptom/Vehicle Issue: Battery Drain, No Start, Power Liftgate Inoperative

Customer Complaint/Technician Observation: The owner complains the vehicle will not start; battery is drained. Technician observed the vehicle may have set multiple battery low voltage Diagnostic Trouble Code (DTC) in various modules. B2199-16 - Battery Voltage-Circuit Voltage Below Threshold.

Discussion: Engineering has identified an unexpected liftgate latch state if the Power Lift Gate Module (PLGM) detects an obstacle during its normal opening/releasing of the latch. When this unexpected unknown state is detected the PLGM will continue to monitor the unexpected state **not** allowing the module to enter a sleep mode, draining the battery.

For this concern, charge the battery to the appropriate levels, and verify the liftgate has no obvious misalignments or binding while opening. Update the PLGM software with any updated service software before any other repairs.

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