



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Power Liftgate Inoperative After servicing the Vehicle for a Low Battery Condition

Customer Complaint/Technician Observation: The customer complains after a recent service repair for a low battery concern the power liftgate does not operate. The technician observed the Power Liftgate Module (PLGM) has set Diagnostic Trouble Code (DTC) B2199-16 Battery Voltage Below Threshold.

Discussion:

1. Duplicate and verify the customer complaint.
2. If a Low Battery DTC is present, the Power Liftgate Module should be reset if the power liftgate control is no longer working, use the wiTECH scan tool reset the Electronic Control Module (ECM) > Guided Diagnostics> Reset ECU.
3. If the module reset does not correct the concern, follow the Service Library (SL) diagnostics for DTC B2199-16-BATTERY VOLTAGE-CIRCUIT VOLTAGE BELOW THRESHOLD.

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, eCONTACT or Service Library entry if no solution is found.