



STAR ONLINE PUBLICATION



Case Number: S2408000096

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Symptom/Vehicle Issue: Power Liftgate Inoperative or Intermittently Will Not Open or Close, Operates Erratically

Customer Complaint/Technician Observation: The owner complains of the power liftgate operation that is erratic at times. The technician should duplicate the owner's complaint and identify any related fault codes and or needs to calibrate.

Discussion: Use the following as a guide when servicing the vehicle for a power liftgate complaint described above.

1. Duplicate and verify the customer complaint.
2. Check for Diagnostic Trouble Codes (DTCs) in the Power Lift Gate Module (PLGM). Follow diagnostics for any stored or active codes. Refer to *08 - Electrical / 8N - Power Systems / Power Liftgate / Diagnosis and Testing* for additional information.
3. If no DTCs exist, and in addition to DTC testing, inspect the PLGM connectors and wire terminal connections for Power Drive Unit (PDU), Latch, and Anti pinch Sensors. Look for damage in the connector/wire, harnesses, or unseated terminal pins.
4. Use Service Library diagnostic aids and resources. *08 - Electrical / 8N - Power Systems / Power Liftgate / Diagnosis and Testing* section that contains condition based diagnostic charts. It also has a table of input/outputs and inhibit monitor explanations.

Calibrate Power Liftgate Module ONLY if any of following conditions are true:

- Installing a new Power Liftgate module
- DTC B1BA8-00 System Out of Calibration/Not Calibrated
- DTC B2286-00 Calibration Not Learned / Lost Calibration

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.



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- Installing new Power Drive unit/ motor
- Replacement or Adjustment of liftgate hinges
- Installing new Latch
- Liftgate seal replacement

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