



## STAR ONLINE PUBLICATION



**Case Number:** S2408000097

**Release Date:** August 2024

**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 Diagnostic Trouble Codes (DTCs) 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 DTCs in the PLGM (Power Lift Gate Module). Follow diagnostics for any active codes. Refer to 28 - DTC-Based Diagnostics / MODULE, Power Liftgate / Diagnosis and Testing for additional information.
3. If there is an Anti-pinch DTC or Anti pinch issue, please refer to SOL S2323000025.
4. If a module or component replacement, validate all module calibration requirements are performed per service information below.

**NOTE:** If this Electronic Control Unit (ECU) is being replaced with a new unit, a diagnostic scan tool **MUST** be used to align the PROXI configuration data into the new ECU. Follow the routine outlined in the diagnostic scan tool for PROXI Configuration Alignment under Body Control Module (BCM) Miscellaneous Functions menu.

5. If no DTCs exist, or in addition to DTC testing, inspect PLGM connections and wire connections in the rest of the actuators (PDU, Latch, Anti-pinch). Look for damage in the connector/wire, harnesses, or unseated terminal pins.

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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6. Use Service Library diagnostic aids and resources. 08 - Electrical / 8N - Power Systems / Power Liftgate / Diagnosis and Testing section for condition based diagnostic charts. It also has a table of input/outputs and inhibit monitor explanations.

### **Calibration Required When the Below Are Replaced:**

Striker

Hinge

Power Drive Unit/Power Strut

Power Liftgate Module

Gas Struts

Over-slam Bumpers

### **Calibration may be Required When the Below Are Replaced:**

Liftgate Seals

Cinching Latch

Link Rod Ball

D-Pillar Trim Panels

Liftgate Trim Panels

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