



## STAR ONLINE PUBLICATION



**Case Number:** S2423000012 Rev C.

**Release Date:** November 2024

**Symptom/Vehicle Issue:** Power Liftgate Is Inoperative or Won't Close.

**Customer Complaint/Technician Observation:** The power liftgate latch system may not work or works intermittently. Technician may or may not find diagnostic trouble codes (DTCs) set. B197B Ratchet Fork Switch - Signal Invalid, B197C Pawl Detent Switch - Signal Invalid.

**Discussion:** Analysis of returned parts has shown many latches are being returned with no issues found when inspected and tested. This document may help with additional repair information and avoid over repair. Use this information in addition to any liftgate latch DTC diagnostic steps.

1. Verify the customer complaint. With the scan tool, read DTCs and record on the repair order. Review if the liftgate can be operated by the Key fob, the internal console switch or with the outside handle. If the liftgate cannot be operated by all the previous activation modes, go to the next step.
2. Verify if the latch has damage to the pawl plastic over mold (black plastic covering the metal latch fingers). Inspect the latch for obstruction or the over mold is broken or separating from the pawl.

Is there damage or an obstruction to the latch?

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**Yes-** Replace latch and review latch alignment with the striker. Review alignment with the striker, verify the torque of the latch and striker and visually confirm the striker is straight. Slowly lower the gate by hand while watching the alignment. Adjust the striker as required. Some techs report that using a grease pencil to mark the striker original location helps track their adjustment as a reference point.

**No-** Continue to step 3.

3. Activate the exterior handle or button to reset the latch. Once the latch is returned to home (open) position review liftgate functionality. Cycle the liftgate 30 cycles to review the proper function of the latch. Then

Does the latch operate and cinch as designed?

**Yes-** The latch diagnostics is complete. Repair complete. Return the vehicle to the owner.

**No-** Continue with step 4.

4. Review latch function without striker to verify alignment or excess seal load. To accomplish this, open the liftgate to about 10 degrees before the liftgate is fully closed. Use a screwdriver to trip the latch into the first detent- also known as the secondary position. In this position the latch should power cinch once the secondary position is seen by the power lift gate module (PLGM). Verify if the latch cinches. Next, using the lift gate release button switch on the handle, release the gate. The latch should power open. If the latch works, cycle the liftgate 30 cycles to review the proper function of the latch. Then proceed to step 5.

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### Step 4.

Inserting a screwdriver to trip the latch to the “secondary” position.

5. Turn the ignition off. Remove the fuse for the Power Liftgate Module and wait a minimum of 5 seconds. Install the fuse for the power Liftgate Module. Operate the Power liftgate with the exterior handle switch.

Does the Latch cinch as designed?

**Yes-** The latch diagnostics is complete. Repair complete. Return the vehicle to the owner.

**No-** Continue to step 6.

6. Verify all the wiring and connections are correctly attached and routed properly. If the wiring is not properly attached proceed to disconnect (wait 30 seconds) and reconnect the latch harness. Push-Pull-Push connectors to ensure proper connection. Review anti-pinch sensor installation and for damage. Replace as needed.

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Does the Latch cinch as designed?

**Yes-** Cycle the liftgate 30 cycles to review the proper function of the latch. The Latch diagnostics is complete. Return vehicle to the owner.

**No-** If the Latch does not Cinch after resetting the PLGM, replace the PLGM Latch in Accordance with the Service Information ([Refer to 23 - Body/Decklid/Hatch/Liftgate/Tailgate/LATCH/Removal and Installation](#)). Perform the PLGM Module Programming Procedure. ([Refer to 08 - Electrical/8E - Electronic Control Modules/MODULE, Power Liftgate Control/Module Programming](#)) . Perform the BODY VERIFICATION TEST. ([Refer to 28 - DTC-Based Diagnostics/MODULE, Body Control \(BCM\) /StandardProcedure](#)) .

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