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Case Number: S2523000021

Release Date: March 2025

Symptom/Vehicle Issue: Power Liftgate Drive Unit (PDU) Servicing Information.

Discussion: A review of returned parts show many parts have damage to the ball socket, spring clips, and connectors due to improper removal methods at time of servicing. Review the below information in addition to the standard remove and install detail in Service Library. Refer to Service Library 08 - Electrical / 8N - Power Systems / Power Liftgate / DRIVE UNIT, Power / Removal and Installation



Figure 1 : Screwdriver and hook tooling for disassembly

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Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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Disassembly:



Fig 1

Releasing Yoke Spring To Allow Removal Of Prop.

<<<Note>>> Retention Yoke Spring Should Stay With The Gate Prop.

1. Opening the tailgate.

Move the tailgate slowly by hand to the fully open position / mechanical stop.

2. Securing the lift gate in open position (propped open).

The tailgate must be mechanically secured to the vehicle's rear cargo floor.

<<<Note>>> Do not support the tailgate with a support rod to the shop floor. Changes to the vehicle's weight could cause the gate to over travel leading to damage of the hinge. the active and passive sides by overbending the tailgate. (if the load in the vehicle changes, e.g. due to a person getting in, the body is lowered while the tailgate remains in the same position). Refer to Fig 2

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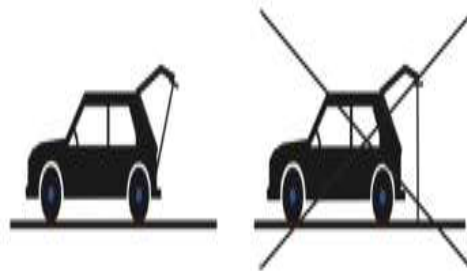


Fig 2

3. Power Drive Unit (PDU). Power liftgate strut removal.

Refer to Service Library 08 - Electrical / 8N - Power Systems / Power Liftgate / DRIVE UNIT, Power / Removal and Installation.

Caution: Do not allow the PDU to hang from the wiring. No tensile load must be exerted on the cable connection, i.e. no pulling on the plugs on the cable

4. Disassembly the ball cups refer to Fig 1.

The ball cups are removed using a slotted screwdriver (blade width 2 - 3 mm) Position this at a flat angle in the gap between the flat/groove of the ball cup and the yoke spring.

Disassembly is carried out by lifting the ball cup from the ball stud without force.

Caution: The yoke spring must not be completely dismantled or lifted too high, as this can damage the yoke spring.

The ball cup on the hinge side (upper) should always be removed first.

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Assembly:

1. Begin installation of the lift prop strut at the upper ball stud first. An audible snap will be heard when the yoke is seated. Perform the attachment of the lower ball stud once the upper is installed.
2. PDU equipped: Connect electrical connections. Install the quarter panel. Reinstall the wiring gromet.

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