



STAR ONLINE PUBLICATION



Case Number: S2523000037

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Symptom/Vehicle Issue: Manual Release Rear Hatch Operation

Customer Complaint/Technician Observation: Manual rear hatch (non JRC sales code equipped) not working after several opening requests in a row.

Discussion: The manual release hatch system uses the body control model (BCM) to drive the hatch latch release motor. The hatch will only open 3-5 times per ignition cycle based on a current (amperage) threshold. Once the threshold is exceeded enough times, the body control module will no longer support any additional requests to open the rear hatch until the threshold counter is reset (via an ignition cycle/sleep cycle). If an owner has a complaint of this do not replace any components as it will not change the intended functionality. Discuss and educate the owner on the operation of the manual release hatch system.

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.