



STAR ONLINE PUBLICATION



Case Number: S2508000055

Release Date: August 2025

Symptom/Vehicle Issue: Rear Liftgate Handsfree Feature Does Not Operate, Only Operates When the Key is in The Off Position

Customer Complaint/Technician Observation: The owner complains that the hands free liftgate feature does not operate. The technician has duplicated the concern, vehicle is not setting any Diagnostic Trouble Codes (DTCs). The technician has found the hands free liftgate operation will work if the key is in the on position.

Discussion: Validate the cluster customer programmable features are functioning as expected by ensuring the feature is enabled within the radio settings. Then use the scan tool to access the Instrumental Panel Cluster (IPC) MISC tab and perform a reset for customer programmable features.

If the feature is still not functioning, verify the cluster illuminates when opening or using the passive entry functions without the key on. Enter the vehicle and depress the brake pedal to check for a cluster response, if there is no response check the IPC Fuse 16 B+ for an open and replace if needed.

NOTE: In some rare cases the Power Liftgate Module (PLGM) may require a reflash to resync.

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.