



STAR ONLINE PUBLICATION



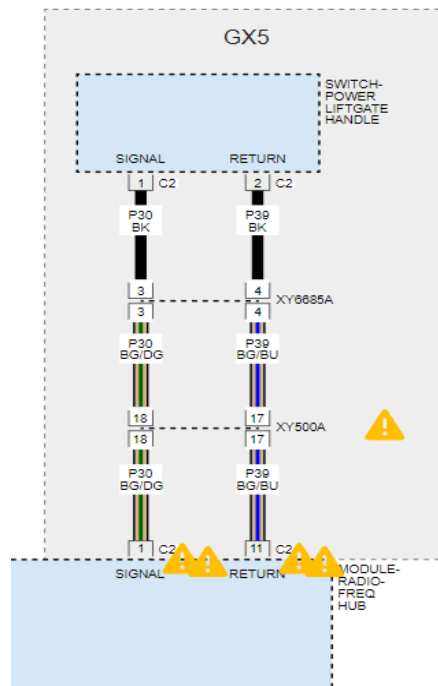
Case Number: S2408000079 Rev.A

Release Date: August 2025

Symptom/Vehicle Issue: Liftgate Lock Button Inoperative, Cluster Message “Service Keyless System”

Customer Complaint/Technician Observation: The owner complains the liftgate power lock button is not operating and that the cluster displays an occasional message to “Service Keyless System”. The technician observed the Radio Frequency Hub (RFHUB) set Diagnostic Trouble Code (DTC) B259E-11 Trunk/Liftgate Door Handle Sense Circuit Short to Ground as active.

Repair Procedure: Inspect the common areas highlighted by the yellow triangles for any circuit related issues. The switch signal circuit is 12volt/battery voltage from the Radio Frequency Hub (RFHUB) and grounds through the switch. Test the switch for open and closed actuation values and document on repair prior to replacement of the switch.



PN# 68303988AA

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.