



## STAR ONLINE PUBLICATION



**Case Number:** S2523000075

**Release Date:** August 2025

**Symptom/Vehicle Issue:** Multifunction Tailgate Latch Inoperative Seized / Sticking.

**Discussion:** Before replacing the liftgate latch, review the below information to ensure the root cause is accurately identified and to prevent unnecessary replacement:

### 1. Visual Inspection for Customer Abuse or External Damage

Thoroughly inspect the liftgate latch and surrounding components for damage including but not limited to:

- Proper wiring connections.
- No broken chaffed or damaged wiring in the system.
- Bed liner material on or in the latch.
- Both side drop latches are fully engaged, if not try to push the Tailgate close and then try operating swing doors.
- Check the alignment with the striker. Too tight can cause latches to not release.

### 2. Diagnostic Trouble Codes (DTC) Check

- Scan the power tailgate module (PTGM) for active and stored DTCs.
- Record all codes and freeze frame data.
- Clear any DTCs and retest the system to see if codes reappear post recalibration (step 3).

### 3. Recalibration of the Liftgate 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 or eCONTACT ticket if no solution is found**



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The multi-function liftgate swing doors will not function if any of the side drop latches are not fully engaged. Check proper engagement between latch and the striker:

- Try opening the drop gate and closing it fully with efforts making sure both side latches are engaged fully and try operating the swing doors and if the swing door works, then adjust the striker placement on the drop gate latches.
- Slowly lower the gate by hand while watching the alignment. Use masking tape with a pen mark to identify the centers of the latch and striker if needed. 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.

#### 4. Proceed with Replacement Only If Required

If the Liftgate Swing doors continues to be inoperative after above procedure, proceed to replace the latch. Retain parts if the parts system requires a parts return.

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