



## STAR ONLINE PUBLICATION



**Case Number:** S2523000078

**Release Date:** September 2025

**Symptom/Vehicle Issue:** Liftgate Latch Is Tripped Closed During Service Work. How To Open The Latch.

**Discussion:** If the latch becomes tripped while servicing a vehicle and will not release, the latch has a window with a release point built in. Using an awl tool or a pick inserted in the slot, move the tip of the tool in the direction shown below (Fig 1) in a lever motion.



Fig 1.

Tool inserted and the tip “levered” in the direction of the arrow to release the latch.

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.**