



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Power Liftgate Noise During Gate Operation.

Customer Complaint/Technician Observation: Customer complains of a noise, but the power lift gate operates as designed- opens and closes when requested.

Discussion: Part returns analysis has found several PLGM drive units (powered gate struts) have been replaced and operate with no issues. The repair orders comment on noise but no excessive noise was found during analysis testing.

- The powered strut should not be replaced if no grinding, scraping, or markedly louder-than-normal sounds are heard. Compare to a known good vehicle if possible.
- If the liftgate opens and closes properly and the customer's concern is only the operating noise, treat this as normal if comparable to a known good unit and do not replace the PLG drive/strut. If the noise is excessive- describe the noise and circumstances of duplication on the repair order/tech notes. This will help parts analysis root cause.
- Replacement is only recommended if there is an abnormal sound (e.g., grinding/scraping/knocking), functional issues (binding, stall, failure to open/close), visible damage, or relevant DTCs. Please note failure reason and circumstances on the repair order.

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.