



STAR ONLINE PUBLICATION



Case Number: S2323000043

Release Date: May 2023

Symptom/Vehicle Issue: Swing Gate Bumper Falls Off Of The Gate.

Customer Complaint/Technician Observation: Tailgate bumper or swing gate bumper will not stay installed or falls off with gate usage.



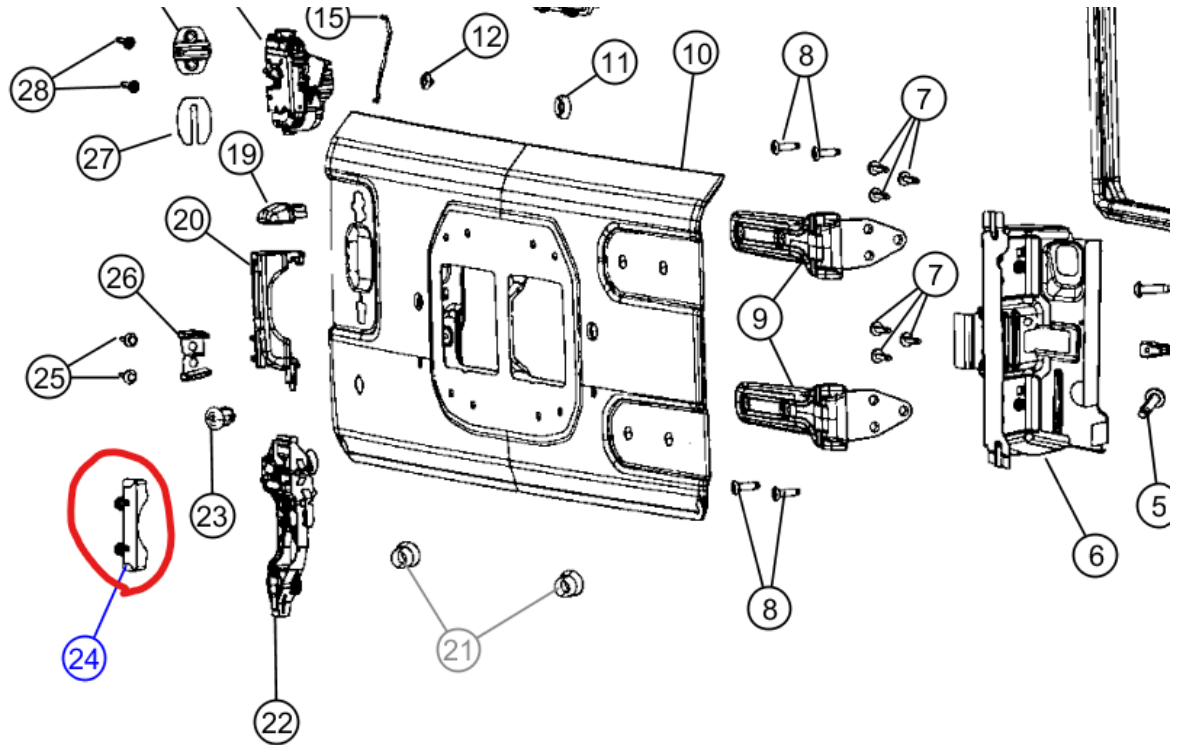
Discussion: The swing gate over slam bumper installs with 2 push retainers. If the gate inner panel has flashing material around the holes the tabs will not snap in place as designed and could allow the bumper to fall off when the gate is opened. Inspect the bumper holes of the gate for flashing and remove with a file or deburring tool as needed. Flashing around the hole that exceeds 4.8mm (.188 inch) will need to be removed. Protect the painted surface of the gate with masking tape as necessary to prevent scratching while filing in this area.

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.



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Item	Description (Double Click to add part to Exchange List)	Part Number
24	BUMPER, Tailgate	68281894AA
		68281894AA

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