



## STAR ONLINE PUBLICATION



**Case Number:** S2323000052

**Release Date:** July 2023

**Symptom/Vehicle Issue:** Service Power Liftgate Operate Manually Message Displays On Instrument Cluster. Tailgate Partially Closes. B1014-64 and B1004-01 Diagnostic Trouble Codes (DTCs) set.

**Customer Complaint/Technician Observation:** The customer leaves the keys inside the passenger compartment and closes the doors. Owner presses "LOCK" button (central locking button) located on the tailgate (if equipped), the tailgate reaches a partial closure. "Service Power Liftgate Operate Manually" message displays on the cluster. Technician may find the Power Liftgate Module (PLGM) has DTCs B1014-64-LATCH SWITCH INFORMATION - SIGNAL PLAUSIBILITY FAILURE and or B1004-01-REAR CLOSING LOCK TRUNK BUTTON - GENERAL ELECTRICAL FAILURE.

**Discussion:** DTCs B1014-64 and B1004-01 can be caused by operating the liftgate from the exterior tailgate switches (open and lock) with the key inside the vehicle. This scenario is currently under investigation by engineering. It is not suggested to make a repair for this condition at this time as it will likely not resolve the cluster message or gate partially closing issue. Discuss this with the vehicle owner. Ask them to keep the key on their person when exiting and using the exterior tailgate switch until a service solution is available.

<<<**Note**>>> The B1014-64 DTC will not self-clear with key cycles. To clear the message and restore PLGM operation the code will require erasing with wiTECH.

<<<**Note**>>> B1004-01 DTC will clear with a key cycle and does not require wiTECH to remove the code.

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.**