



NUMBER: 08-070-20

GROUP: 08 - Electrical

DATE: July 24, 2020

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SUBJECT:

Power Lift Gate Module (PLGM) Will Not Power Open Properly

OVERVIEW:

This bulletin involves checking the PLGM software version and replacing the module if required.

MODELS:

2020 (MP) Jeep Compass

NOTE: This bulletin applies to vehicles within the following markets/countries: North America and EMEA.

NOTE: This bulletin applies to vehicles built on or after March 05, 2020 (MDH 0305XX) and built on or before May 27, 2020 (MDH 0527XX) equipped with a Power Liftgate (Sales Code JRC).

SYMPTOM/CONDITION:

The customer may experience the following:

- If the vehicle is locked and the customer tries to open the power liftgate, the exterior power lift gate handle will need exactly two presses to **power** open the liftgate.

NOTE: This customer condition will never set any Diagnostic Trouble Codes (DTCs). If the PLGM set any DTCs, normal diagnostic testing must be performed.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Diagnosis Procedure.

1. Using wiTECH check the PLGM software version. This can be found in the PLGM tab and module details or creating a vehicle scan report.
2. Is the PLGM software version 19.43.01?
 - YES>>> Replace the PLGM. Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin does not pertain, normal diagnostic testing must be performed.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68373038AB	Module, Liftgate

REPAIR PROCEDURE:

1. Replace the PLGM. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 08 - Electrical / 8E - Electronic Control Modules / Module, Power Liftgate Control (PLGM) / Removal and Installation
2. Clear any DTCs that may have been set in any module due to the replacement procedure.
3. Perform the Power Lift Gate Learn Cycle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: 08 - Electrical / 8N - Power Systems / Power Liftgate / Standard Procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-19-31-9A	Module, Power Liftgate Control (PLGM) - Replace (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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