



NUMBER: 08-021-22

GROUP: 08 - Electrical

DATE: January 27, 2022

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT)/Rapid Service Update (RRT/RSU) 22-015, date of issue January 27, 2022. All applicable Un-Sold RRT/RSU VINs have been loaded. To verify this RRT/RSU service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. This RRT/RSU will expire 18 months after the date of issue.

SUBJECT:

Power Liftgate Module (PLGM) Replacement Due to a Battery Drain Issue

OVERVIEW:

This bulletin involves replacing the PLGM.

MODELS:

2021 (WL) Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or after December 05, 2020 (MDH 1205XX) and on or before August 18, 2021 (MDH 0818XX) equipped with Power Liftgate (Sales Code JRC).

SYMPTOM/CONDITION:

Customers may experience one of the following:

- Vehicle will not start. It will start once it is jump started.
- Battery is dead.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|------|------------|------------------------------|
| 1 | 68356645AJ | Module, Power Liftgate |
| 1 | 06105124AA | Bolt, Seat Belt Anchor |
| 1 | 06105136AA | Bolt, Seat Belt Turning Loop |

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT/RSU VIN list, perform the Repair Procedure. **This RRT/RSU only applies to vehicles on the RRT/RSU VIN list.**

REPAIR PROCEDURE:

1. Replace the PLGM. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>08 - Electrical / 8E - Electronic Control Modules / Module, Power Liftgate (PLGM) / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|--|---------------------------------|---------------|
| 08-19-31-9B | Module Power Liftgate - Replace (2 - Skilled) | 6 - Electrical and Body Systems | 0.9 Hrs |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|