

Technical Service Bulletin (TSB)
Power Liftgate Module (PLGM) Replacement

REFERENCE:	TSB: 08-182-23 GROUP 08 - Electrical	Date:	July 26, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built on or after May 04, 2022 (MDH 0504XX) and on or before August 01, 2022 (MDH 0801XX).		MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH		
CUSTOMER SYMPTOM:	Customers may experience: <ul style="list-style-type: none"> • Liftgate does not operate with power, must operate manually. • Double switch press causes the liftgate to go into manual mode. • Battery drain after liftgate is closed following an opening obstruction. 				
CAUSE:	PLGM replacement				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-222, date of issue July 26, 2023. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves replacement of the PLGM.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-19-31-9C	Module, Power Liftgate Module (PLGM) - Replace (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
Failure code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68593596AD	Power Liftgate Module	

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 a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

This RSU only applies to vehicles on the RSU VIN list.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO>>> This Bulletin does not apply. Normal diagnosis should be performed.
2. 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.
3. Reprogram the PLGM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
4. After flashing has been completed, the PLGM will have to go through a "calibration" process. Refer to the detailed service procedures available in DealerCONNECT > Service Library under: 08 - Electrical / 8N - Power Systems / Power Liftgate / Standard Procedure - Power Liftgate Calibration.
5. Clear any DTCs that may have been set in any modules due to replacement of the module. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

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