

REFERENCE:	TSB: 08-060-23 GROUP 08 - Electrical	Date:	February 25, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built on or before January 17, 2023 (MDH 0117XX).			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 software				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-054, date of issue February 25, 2023. All applicable Sold and UnSold 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 reprogramming of the PLGM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-31-9H	Module, Power Liftgate Module (PLGM) - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-31-9J	Module, Power Liftgate Module (PLGM) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure code	RF	Required Flash	
	CC	Customer Concern	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code "RF" (Required Flash) can no longer be used on Technical Service Bulletin flashes. The "RF" failure code must be used on an RSU.
- If the customer's concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C's must be supplied.

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 the symptom/condition, perform the repair.

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 >>> Proceed to [Step 3](#).
2. Does the PLGM module have the latest software already installed?
 - YES >>> This bulletin has been completed, use inspect LOP (18-19-31-9H) to close the active RSU.
 - NO >>> Proceed to [Step 3](#).
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 reprogramming. 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.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.