

<b>REFERENCE:</b>	<b>TSB:</b> 08-163-25 <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	May 21, 2025	<b>REVISION:</b>	08-060-23
<b>VEHICLES AFFECTED:</b>	<b>2023 (WS) Grand Wagoneer/Wagoneer</b> This bulletin applies to vehicles equipped with Hands Free Power Liftgate (Sales Code JK2).			<b>MARKET APPLICABILITY:</b>	
				<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
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may experience one or more of the following:</b> <ul style="list-style-type: none"> <li>• <b>**Power Liftgate does not open or close the gate.**</b></li> <li>• Liftgate does not operate with power, must operate manually.</li> <li>• Double switch press causes the liftgate to go into manual mode.</li> <li>• Battery drain after liftgate is closed following an opening obstruction.</li> </ul>				
<b>CAUSE:</b>	PLGM software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-060-23, date of issue February 25, 2023, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include an updated/new Customer Symptom and a new LOP.

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 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.

**REPAIR SUMMARY:**

This bulletin involves updating the PLGM with the latest available software.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-19-31-9T	Module, Power Liftgate Control (PLGM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.**
Failure Code	CC	Customer Concern	

**The dealer must use failure code CC with this Technical Service Bulletin.**

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

## SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

## 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 Diagnostic Trouble Codes (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 any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

## 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. Reprogram the PLGM with the latest available software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. Clear all DTCs that may have been set in any module 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.

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