

REFERENCE:	TSB: 08-142-25 REV. A GROUP: 08 - Electrical	Date:	November 21, 2025	REVISION:	08-142-25
VEHICLES AFFECTED:	2024 (WS) Wagoneer / Grand Wagoneer This bulletin applies to vehicles equipped with Hands Free Power Liftgate (Sales Code JK2).			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 NOTE: **This bulletin applies to North America markets.**	
CUSTOMER SYMPTOM:	Customers may experience **one or more of** the following symptoms: <ul style="list-style-type: none"> ● **The power liftgate will not open. ● The power liftgate system chimes when trying to operate the liftgate using a Hands Free Entry (HFE) kick while no key is detected in the zone. ● After enabling or disabling the HFE kick or the Power Liftgate Alert feature, the PLGM does not save the changes. ● Vehicle will not start due to a depleted battery.** ● The power liftgate latch releases after pressing the exterior handle switch, but the liftgate does not power open. 				
CAUSE:	PLGM Software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-142-25, date of issue May 03, 2025, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include converting the bulletin to an RSU, a new Market Applicability note, additional Customer Symptoms, updated Repair Summary, Claims Data table, Diagnosis, LOPs, LOP Message and additional Repair Procedure steps.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-234, date of issue November 21, 2025. 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 ****inspecting and possibly**** updating the PLGM with the latest software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-19-17-Z1	Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-17-Z2	Inspect and Reprogram Module (0 - Introduction)	6 - Electrical and Body Systems	0.1 Hrs.
Failure Code	RF	Required Flash - RSU	
	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.

IMPORTANT! This bulletin is part of a multiple module bundle service action, utilizing a new LOP claim structure. The Primary LOP can only be claimed once per Repair Order. Each bulletin Related LOP will then be able to be claimed for performing each module update.

RELATED LOP:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-17-57	Reprogram Power Liftgate Module (PLGM) (0 - Introduction)	6 - Electrical and Body Systems	0.1 Hrs.**

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. ****Is the vehicle on the RSU VIN list?**
 - a. YES>>> Proceed to [Step 2](#).
 - b. 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 (18-19-17-Z1) to close the active RSU.
 - NO>>> Proceed to [Step 3](#).**
3. Reprogram the PLGM with the latest 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.****
4. Perform a power liftgate calibration. 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.

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