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|---------------------------|---|--------------|-------------------|--|------------------|
| REFERENCE: | TSB: 08-375-25 GROUP: 08 - Electrical | Date: | November 21, 2025 | REVISION: | 08-111-24 REV. A |
| VEHICLES AFFECTED: | 2023 (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) 08-111-24 REV. A, date of issue April 25, 2024, which should be removed from your files. All revisions are highlighted with **asterisks**** and include the addition of a Market Applicability note, additional Customer Symptoms, a new LOP and an updated Repair Procedure step.**

REPAIR SUMMARY:

This bulletin involves updating the PLGM with the latest software.

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|--|-----------------------------------|------------|
| **18-19-31-9X | Module, Power Liftgate (PLGM) - Reprogram (0 - Introduction) | 1 - Engine Repair And Performance | 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 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. 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.
3. 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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