

**Technical Service Bulletin (TSB)**  
**Power Tailgate Latch Will Not Open Or Close,  
Tailgate Ajar Light On When Tailgate Is Closed**

<b>REFERENCE:</b>	<b>TSB:</b> 23-011-26 <b>GROUP:</b> 23 - Body	<b>Date:</b>	April 23, 2026	<b>REVISION:</b>	–
<b>VEHICLES AFFECTED:</b>	<b>2024 - 2026 (DT) RAM 1500 Pickup</b> This bulletin applies to vehicles equipped with a Power Tailgate (Sales Code JRC).			<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>NOTE:</b> This bulletin applies to the North America market.
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may experience one or more of the following:</b> <ul style="list-style-type: none"> <li>• Power tailgate not opening or closing intermittently.</li> <li>• Tailgate is hard to open or close.</li> <li>• 'Tailgate Ajar' light on in the Instrument Panel Cluster (IPC) when the tailgate is closed.</li> <li>• Diagnostic Trouble Code (DTC) stored for tailgate latch switches causing intermittent failure.</li> </ul>				
<b>CAUSE:</b>	<b>Several Possible Causes</b>				

**DISCUSSION:**

This Information Only TSB is to communicate how the technician must thoroughly inspect the liftgate latch and surrounding components for any condition that may cause false 'Tailgate Ajar' signal or loss of movement.

**This can be caused by several reasons as follows:**

- Wiring connectors loose at latch/module or dividing connector.
- Any stored latch DTC's can cause latch to be jammed or tailgate to lose power operations.
- Tailgate fit can cause 'Tailgate Ajar' light on if either side latch is not fully engaged and/or connectors have debris or are not seated fully, in that case fix the tailgate latch striker to address the issue.
- Tailgate can lose power operation when put in manual mode when customer accidentally long presses or double presses the handle button. Need to close manually and inspect if it returns back to power mode.
- Latch switch failure (highly unlikely but possible).
- Latch harness under tension causing the connector not to be fully seated or damaging the wire.

**Follow this process to analyze the issue:**

- Inspect all the tailgate latch and module connectors to make sure they are clear from debris and fully seated. Disconnect the connectors, clean them and connect them back properly.
- Verify any DTC in Power Tailgate Module (PTGM) for latch switches or "Control Circuit Open". Clear them after reconnecting the connectors and recalibrate to see if any DTC's return back.
- Verify there are no broken, pinched or corroded wire in circuit.
- Verify the tailgate fit and alignment, that may need high closing effort and causing 'Tailgate Ajar' message on the IPC.
- Test for correct 'Tailgate Ajar' signal transmission operation/latch operation manually by placing both latches in fully closed position using a screwdriver to see if 'Tailgate Ajar' light turns off, then fully open latches to see if the 'Tailgate Ajar' signal stays on.

## Visual Inspection for External Damage or Installation Issues

### 1. Technician should inspect for:

- Bedliner spray contamination inside the latch or on latch moving components.
- Striker Misalignment (verify both drop latches are fully engaged).
- Proper wiring connections (ensure connectors are fully seated).
- Verify PTGM SW Level and reflash if needed to the latest version available.
- No broken, pinched, corroded wires or stretched wire causing high tension close to latch connectors not allowing fully seating.
- Inspect vehicle voltage history, low voltage can set multiple DTCs.
- Tailgate is not stuck in manual mode.

**NOTE: Manual mode reminder: If the handle button is double-pressed or held, the gate enters manual mode and power operation is disabled for the next cycle.**

#### **Reset Procedure:**

- **Manually close the gate fully.**
- **Perform a single press on the handle. Tailgate should return to normal power operation.**

### 2. Diagnostic Trouble Code (DTC) Verification:

- Scan the PTGM for both active and stored DTCs.
- Record all codes and freeze-frame data for reference.
- Stored DTCs alone are NOT grounds for latch replacement.
- Clear all stored DTCs. Cycle the tailgate and see if DTCs return. If they do not, no latch replacement needed.

### 3. Manually test latch function:

- Use a screwdriver to close the latch to secondary and primary positions.
- Observe 'Tailgate Ajar' signal response on IPC.

#### **NOTE: Important Tailgate Ajar Behavior:**

- **When latch is in secondary, Ajar = ON.**
- **When pushed fully to primary, Ajar = OFF.**
- **When Latch Fully Open, Ajar = ON.**

### 4. Latch Replacement Criteria

#### **DO NOT replace the latch if:**

- The latch opens and cinches normally during manual testing.
- 'Tailgate Ajar' signal transitions correctly between open, secondary and primary.
- No active DTC remains after clearing and recalibration.
- The issue is related to striker misalignment, manual mode, PTGM, PDU or wiring.

#### **Proceed with latch replacement ONLY if:**

##### a. Mechanical Stuck Condition:

- Catch does not move or is frozen.
- Latch remains fixed in secondary or open position.

##### b. DTC Returns After Proper Calibration:

- Proceed with component replacement only if latch function is confirmed that faulty and striker alignment, module reflash, wiring connector inspection, etc. do not solve the problem.

## 5. Summary – Key Messages for Dealers

Perform thorough inspection before replacement:

- Verify electrical integrity and mechanical alignment.
- Understand manual mode behavior before diagnosing power loss.
- Stored DTCs *alone* do not justify latch replacement.
- Confirm 'Tailgate Ajar' signal transitions correctly during manual test.
- Replace latch only for confirmed mechanical failure or validated active DTC.

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#### Information Only

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