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Case Number: S2623000027

Release Date: April 2026

Symptom/Vehicle Issue: Power Tailgate Not Closing, Not Opening, Inoperative, Incorrect Ajar Status On Cluster.

Models Affected: 2025-2026 Ram 1500 (DT) 2500 (DJ).

Discussion:

A. Visual inspection for external damage or installation issues. Thoroughly inspect the liftgate latch and surrounding components for any condition that may cause false Ajar signals or loss of movement:

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)
- No broken, pinched, or corroded wires
- Check Vehicle Voltage History, Low Voltage can set Multiple DTCs.
- Gate not stuck in Manual Mode

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:

1. Manually close the gate fully
2. Perform a single press on the handle
Gate should return to normal power operation

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Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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B. Diagnostic Trouble Code (DTC) Verification

1. Scan the PTGM for both active and stored DTCs.
2. Record all codes and freeze frame data for reference.
3. Stored DTCs alone are NOT grounds for latch replacement.
4. Clear all stored DTCs, then cycle the gate and see if they return.
5. Manually test latch function:
 - Use a screwdriver to close the latch to secondary and primary positions
 - Observe Ajar signal response on IPC
 - Important Ajar Behavior Note:
 - When latch is in secondary, Ajar = ON
 - When pushed fully to primary, Ajar = OFF
 - When Latch Fully Open, Ajar = ON

2. Latch Replacement Criteria

<<<NOTE>>> Do NOT replace the latch if:

The latch opens and cinches normally during manual testing

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
- * Latch remains fixed in secondary or open position

B. DTC Returns After Proper Calibration → Proceed with component replacement only if latch function is confirmed faulty.

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3. Summary –

- ✓ 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 Ajar signal transitions correctly during manual test
- ✓ Replace latch only for confirmed mechanical failure or validated active DTC

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