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Case Number: S2623000028

Release Date: April 2026

Symptom/Vehicle Issue: Manual Liftgate / Hatch Ajar Message On Instrument Cluster.

Models Affected:

2024-2026 Jeep Wagoneer S (KM)

2024-2026 Dodge Charger (LB)

2024-2026 Jeep Grand Cherokee (WL)

Customer Complaint/Technician Observation: Manual liftgate/hatch ajar signal is present even though the liftgate/hatch appears to be closed. This can also result in the interior lights being on while driving.

Discussion: Analysis of returned parts has shown that many latches are being returned with no issues after testing and inspection. This document may help with additional repair information and avoid over repair.

First, manually close and open the liftgate latch using the steps shown below (Figures 1, 2, 3). Does the vehicle ajar signal toggle on and off in the vehicle?

>>>No>>> If the ajar signal doesn't toggle on and off in the vehicle, remove the trim panel, and check the latch wiring connection. Inspect pin fit, crimps and for connector damage. Test circuit continuity.

>>>Yes>>> If manually closing the latch turns off the ajar signal, then the latch ajar switch is functioning properly. Liftgate/Hatch most likely needs to be adjusted. Moving the liftgate striker rearward will most likely fix the issue. Release the latch into the full open position before closing the liftgate/hatch.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

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



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a. Using your finger or a small screwdriver, move the latch into secondary position



b. Using your finger or a small screwdriver, move the latch into primary position



c. Using a small screwdriver, release the latch into full open using the manual keyhole release

Figures 1, 2, 3

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