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Case Number: S2623000035 Rev A

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Symptom/Vehicle Issue: Door Will Not Close. E-Latch Inoperative.

Models Affected:

2024-2026 Dodge Charger (LB)

2024-2026 Jeep Cherokee/Wagoneer S (KM)

Discussion: If the latch stops receiving power (dead vehicle battery), the latch will operate from its internal capacitor. This capacitor is operational for up to 20 cycles within 72 hours. After 72 hours, the door will only work manually. The key reset on the inside face of the latch will need to be used to make the latch close during this condition of no power. Once battery is charged, latch should return to normal operation.

If the door(s) are unable to be closed refer to this procedure:

1. Test and document the vehicle's battery level.
 - A. If the vehicle's battery level is normal (OK), check for any DTCs in the door's latch module.
 - If any codes are present, please make note of the DTC and list it in the claim narrative, and then follow that DTC's code service procedure.
 - If no codes are present and the vehicle is still having the issue, replace the latch.
 - B. If the vehicle is dead and has been dead for at least 72 hours, the inoperative condition from the latch is expected and normal. First, charge the vehicle. Then test the door function again.
 - If the door is working normally, no further action is needed.

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 case details 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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- If the door is still experiencing issues with not closing or opening, check for DTC's codes in the door's latch module. If codes are present, please make note of the DTC and list it in the claim narrative, and then follow that DTC's code service procedure. If no DTCs are active, replace the latch.

<<<**NOTE**>>> When the vehicle battery is not charged and door does not engage shut, you can manually shut the door turning the knob with a key on the latch mounting face (visible with door open)



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