



STAR ONLINE PUBLICATION



Case Number: S2608000033

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Symptom/Vehicle Issue: Cluster Message “To Operate Tailgate Shift to Park” Vehicle is In Park

Models Affected:

2019-2024 Ram 1500 (DT)

Owner Complaint/Technician Observation: The owner complains after a recent service repair, if the vehicle is running and they try to open the rear tailgate with the tailgate button, the Instrument Panel Cluster (IPC) displays a warning message “To Operate Tailgate Shift to Park”, the vehicle is in park. The technician has verified the message when using the tailgate button at the rear to open the power multifunction tailgate while the vehicle is running.

Discussion: There have been reports that if a vehicle is equipped with the multifunction liftgate sales code (MWK) and the liftgate module was replaced with a 2025 liftgate module on an older vehicle it will display a message as shown. Inspect the part number of the module that was installed to ensure the correct module part for the year was installed.



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.