



STAR ONLINE PUBLICATION



Case Number: S2623000016 REV. A

Release Date: August 2026

Symptom/Vehicle Issue: Lift Gate Latch And Glass Replacement / Servicing.

Models Affected:

2024-2027 Chrysler Pacifica (RU)

2024- 2026 Dodge Durango (WD)

Discussion: If the RU/WD Liftgate Glass is broken and needs to get it replaced, the liftgate cavity needs to be thoroughly vacuumed out to remove all the glass fragments. The liftgate latch should be replaced along with the liftgate glass. Glass fragments in the liftgate latch can cause the power liftgate to malfunction.

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.