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Case Number: S2623000040

Release Date: June 2026

Symptom/Vehicle Issue: Passive Entry Exterior Door Handle Inoperative When Touched To Lock And Or Unlock.

Models Affected:

2019-2026 Ram 2500 (DJ)

2020-2026 Jeep Gladiator (JT)

2020-2026 Jeep Compass (MP)

2018-2026 Dodge Durango (WD)

2019-2026 Ram 3500 (D2)

2018-2026 Jeep Wrangler (JL)

2017-2026 Chrysler Pacifica (RU)

2021-2026 Jeep Grand Cherokee (WL)

Customer Complaint/Technician Observation: Customer complains that the exterior passive entry door handle does not unlock/lock the vehicle doors. It could be working intermittently.

Discussion: Several returned door handles have been analyzed with no failure found. The information in this document involves inspecting the door handle harness connector and provides additional steps for inspecting the door handle.

Passive Entry System Features

<<<NOTE>>> Review items a-d with the customer.

- a) The key FOB may not be detected if it is located next to a mobile phone, laptop, or other electronic device.
- b) After touching the door handle lock icon, you must wait two seconds before you can lock or unlock the doors using any Passive Entry door handle.
- c) Pulling the passive entry door too quickly does not allow the system enough time to unlock the doors. Hence, the door handle may need to be pulled 2 times to unlock the doors.

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- d) Do NOT grab the door handle when touching the lock icon. This could unlock the doors (Fig 1).
- e) If the doors are locked/unlocked 20 times within 2 minutes, the doors can no longer be locked/unlocked. Must wait 7 seconds before the doors can be locked/unlocked one time.



Fig 1

<<<NOTE>>> Electrical connector can be accessed without removing the door trim panel. Refer to Service Library 23 - Body / Doors - Front / HANDLE / Removal and Installation EXTERIOR DOOR HANDLE

1. Duplicate and verify the customer complaint by grabbing the handle to unlock and depressing the button to lock the doors (See Figures 4&5).
2. Follow any published diagnostic trouble code (DTC) for faults.
3. In addition to DTC, check the connections of the handle. Proceed to inspect passive entry connectors and all male and female terminals connections.

Disconnect (Fig 2) and determine if there are any of the following conditions:

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Fig 2



Fig 3

- Damaged connector.
- Damaged passive entry wires or harness.
- Corrosion.
- Other signs of water intrusion. Green or dull discoloration (oxidation) of pins.
- Bent terminals
- Overheating due to a poor connection (terminal may be discolored due to excessive current draw).
- Terminals that have been pushed back into the connector cavity.

4. If any of the conditions mentioned above exist, replace the handle.
5. Reconnect the handle & wire harness connectors (Fig 3).
6. Be certain that all connectors are fully seated, and the connector locks are fully engaged. Use the push, pull, push method to ensure the connector is fully connected.
7. Ensure that the key fob is near the handle and has enough battery life (cluster message for low fob battery is not present, nor related DTC set).
8. Verify if the handle unlocks and locks the doors (Fig 4 & 5).
9. If after performing all the steps above the issue remains, swap the handle with the one on the opposite front or rear door.
10. Verify if the handle unlocks and locks the doors (Fig 4 & 5).
11. If the issue follows the handle, replace the handle.
12. Reinstall the handle (s) on their original door.

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Fig 4

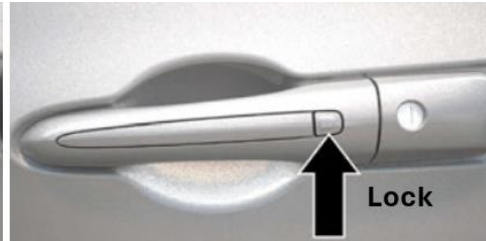


Fig 5

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