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Case Number: S2608000026

Release Date: June 2026

Symptom/Vehicle Issue: Power Liftgate Will Not Power to a Fully Open Position, Adjustable Power Liftgate Height

Models Affected:

2024-2026 Jeep Grand Wagoneer (WS)

2024-2026 Jeep Wagoneer S (KM)

Owner Complaint/Technician Observation: The owner complains the power liftgate will not open to the full open position. Technician Observes the same condition.

Discussion:

The power lift gate features an “Adjustable Power Liftgate Height” it can learn a customer programmable desired open position when set.

If a customer has complaint that the liftgate that does not fully open, review the information below first prior to making any repairs.

1. Before performing any service repairs to the module or Power Drive Unit (PDU) parts, the user should manually raise the liftgate (**not power assisted**) to the desired open height. Then locate the D-pillar liftgate switch on the rear driver side of the vehicle and hold that switch down for 3 seconds until the chime goes off to validate new programmed height position.

2. The user can now manually close the liftgate. The next power open request will raise the liftgate to the desired programmed open position.

NOTE: Perform the Power Liftgate Module calibration after a PLGM module replacement, otherwise the B1BA8-00 Diagnostic Trouble Code (DTC) will set for loss of calibration. The liftgate module will be set with the max full travel position

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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after the calibration procedure is complete. Any previously set customers height settings will have to be reset.

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