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Case Number: S2608000027

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Symptom/Vehicle Issue: Power Tailgate Will Open, But Not Power Close, Validate Tailgate is Not in Manual Mode

Models Affected:

2025-2026 Dodge Ram (DT)

Owner Complaint/Technician Observation: The owner complains that the tailgate will power open but does not power close and will beep three times. The technician verified the complaint.

The power tailgate may have been placed into manual mode. This can be done either through the radio settings, or by double pressing/holding the tailgate handle without knowing the design intent of the need for manual operations.

Discussion: Before performing any service repairs see the below (steps1-5).

- 1.) Place ignition into RUN
- 2.) Verify tailgate is in 'Power' mode via radio settings.
Vehicle > Settings > Door & Locks > Power Tailgate (Power)
- 3.) Open the tailgate fully
- 4.) Manually close the tailgate SLOWLY. Allow the power cinching latches to grab the strikers and pull the tailgate in. Do not slam the tailgate closed.

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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5.) Verify on the next key cycle the tailgate is able to be operated by performing a power open/close functionality test by any input desired (overhead console, key fob, handle, etc.)

NOTE: Regardless of the radio setting for 'Power' mode, if the tailgate handle is double-pressed or held for >1.5s, the tailgate will enter manual mode. Once entered into manual mode, the tailgate will not return to standard power operation for open and close until the next time it is fully closed and the latches are allowed to power cinch.

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