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Case Number: S2523000019

Release Date: June 2026

Models Affected: 2024-2026 Jeep Cherokee and Wagoneer S - (KM)
2025-2026 Dodge Charger – (LB)

Symptom/Vehicle Issue: If The Hood Will Not Fully Release When Button On The Dash Is Pressed Or The Hood Will Not Fully Latch.

1) If the ¼ turn screw is not released and the strap is pulled, it will create a binding condition in the hood release system.

Figure #1 - shows the release strap in its normal home position.

Figure #2 - shows a jammed/pre-stroked condition due to forcing cable strap through a closed handle. If this condition is detected, perform repair in step 2.

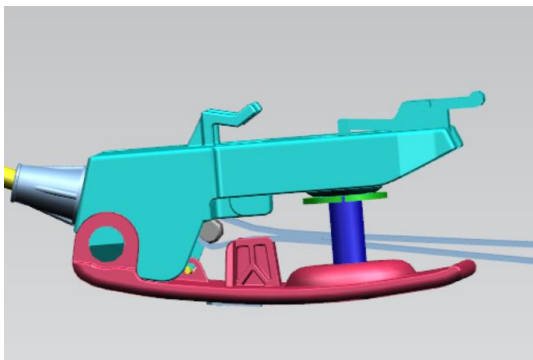


Fig #1

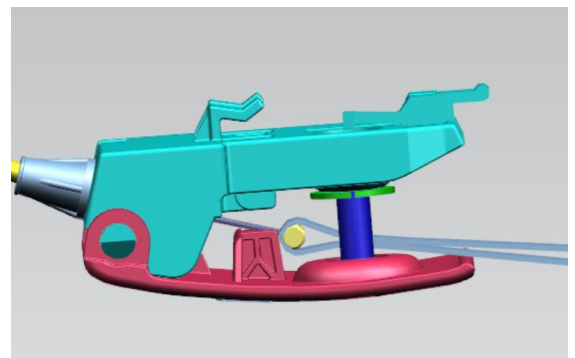


Fig #2

2) Release ¼ turn screw and make sure to pull handle cover down. Verify strap can be fully actuated and it returns fully after each pull. Once function is verified, stow strap so it is not accessible with cover closed and secure ¼ turn screw. See Fig #3.

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Figure #3

3) If latch is closed by hand (without the striker), releasing the latch will cause the catch to bypass the tab, resulting in a stuck condition. This condition can also occur if Inside Release Handle is used incorrectly (not rotating ¼ screw on handle before using). See Fig #4.

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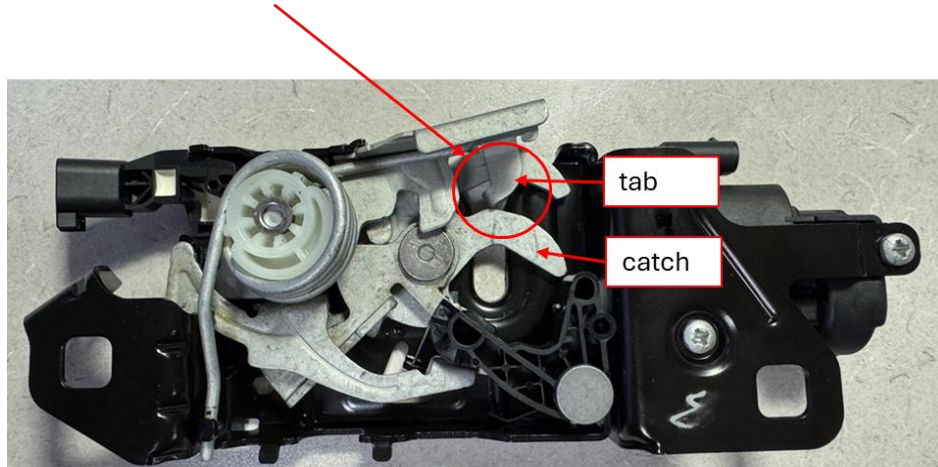


Figure #4

4) To reopen the catch, manually release the latch and simultaneously rotate the catch to its open position. You may also need to pull the tab aft slightly to get it past the catch and back to home position. See Fig #4.

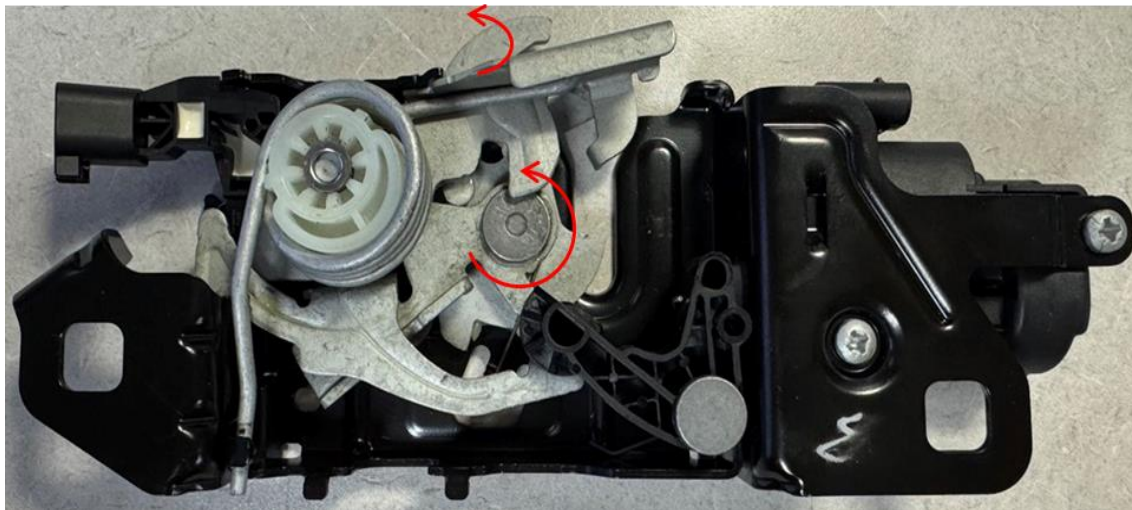


Figure #4

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5) Manual release lever needs to be actuated 2 times. (Or push button in frunk bin or interior release button can be pushed). See Fig #5.



Fig #5

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