



## STAR ONLINE PUBLICATION



**Case Number:** S2623000041 Rev. A

**Release Date:** June 2026

**Symptom/Vehicle Issue:** Power Liftgate Intermittently Inoperative. Will Not Open/Close. Liftgate/Hatch Ajar Message Displayed. Rev A

**Models Affected:**

2017-2026 Dodge Durango (WD)

2026 Jeep Cherokee (KM)

2017-2026 Chrysler Pacifica (RU)

2024-2026 Jeep Compass (MP)

2021-2026 Jeep Grand Cherokee (WL)

2024-2026 Dodge Charger (LB)

2024-2026 Jeep Wagoneer S (KM)

**Customer Complaint/Technician Observation:** Customers may experience one or more of the following conditions:

- Power liftgate intermittently will not open or close.
- Liftgate latch system inoperative.
- Liftgate ajar message displayed while liftgate appears fully closed/Ajar message not displaying when liftgate is opened.
- Liftgate unlatches but does not fully release.
- Technician may or may not find DTCs stored, including but not limited to:
  - B197B Ratchet Fork Switch - Signal Invalid
  - B197C Pawl Detent Switch - Signal Invalid
  - B197F-13 Power Liftgate Latch Control 1 - Circuit Open
  - B197D - Gear position switch 1-Signal invalid

**Discussion:** Analysis of returned parts has shown that many liftgate latches are being replaced with no fault found during testing and inspection. This document provides additional diagnostic and containment actions to help avoid unnecessary latch replacement.

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Use this information in addition to standard published diagnostics and DTC troubleshooting.

### 1. **Verify Customer Concern:** Duplicate and verify the customer complaint.

- Verify if the issue is:
  - Mechanical alignment related.
  - Electrical connection related.
  - Ajar indication related.
  - Software/state related.
  - Intermittent.

### 2. **Check for Active or Stored DTCs:** Review all modules related to liftgate operation and follow published diagnostics for any active DTCs.

1. Scan the PLGM for both active and stored DTCs.
2. Record all codes and freeze-frame data for reference.
  1. Stored DTCs alone are NOT grounds for latch replacement.
  2. Clear all stored DTCs, then cycle the door to review proper functioning.
  3. Make sure the latch cinches properly.

Common DTCs may include:

- B197B Ratchet Fork Switch - Signal Invalid
- B197C Pawl Detent Switch - Signal Invalid
- B197F-13 Power Liftgate Latch Control 1 - Circuit Open
- B197D - Gear position switch 1-Signal invalid

If no active DTCs are present, no latch replacement is needed, continue with the inspection below.

### 3. **Verify Liftgate and Striker Alignment:** Inspect liftgate alignment and striker positioning.

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<<<**Note**>>> use masking tape or a China marker (grease pencil) to record the original position of the striker prior to movement to track changes and allow reversal of a move. Use small movements of 1/8" max when adjusting to improve gate closing or fitment.

- Look for any sliding marks or damage in the fishmouth.
- Verify striker and latch fasteners are torqued properly.
- Verify striker is straight and centered to latch.
- Slowly close liftgate manually while observing latch-to-striker alignment.
- Adjust striker position as required.
- If experiencing ajar indication issues, need some extra force to close, striker should be moved rearward.
- Recalibrate PLGM and verify liftgate functionality.

**4. Inspect Electrical Connections and Wiring:** Disconnect and inspect all related harness connectors including latch, PLGM, and associated actuators. Inspect for: Improper connector installation, damaged connector locks, corrosion, bent terminals, poor crimps, harness routing damage or pinched wiring.

Perform terminal drag test to verify terminal tension.

Repair any wiring or terminal conditions found.

Reconnect all connectors and ensure connector locks are fully engaged.

**5. Inspect Latch Mechanical Condition:** Inspect latch mechanical condition in vehicle for the following:

- Damage to ratchet plastic overmold (plastic that covers the latch fingers).
- Broken or separating plastic material.
- Obstructions or debris inside latch mechanism.
- Signs of binding or incomplete release.
- Water intrusion or corrosion.
- Manually test latch function:

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- Use a screwdriver to close the latch to secondary and confirm latch cinches into full primary position. This needs to be inspected within 15° from closed.

### Observe Ajar signal response on IPC

If the customer concern involves an intermittent ajar message:

- Manually close and open the latch while monitoring the vehicle ajar signal.
- Verify the ajar signal toggles correctly in the vehicle.

Latch in secondary state and fully open should show “AJAR” signal on IPC.

Latch in close state should “NO AJAR” show.

**NOTE:** If signal shows correctly as mentioned above no latch replacement is needed.

**6. Perform Manual Latch Release / Reset Procedure:** In some cases, the latch may remain in an incorrect mechanical state after intermittent operation, low voltage events, or incomplete power cycles.

Perform the following:

- Activate the exterior handle/button or command the latch open.
- Verify the latch fully open, applying manual load against the ratchet in order to swing it fully open.
- Manually cycle the latch closed and released several times.

If the concern is corrected after resetting the latch, do not replace the latch.

**7. Final Validation:** After repairs or adjustments:

- Perform multiple manual and power open/close cycles.
- Verify liftgate fully latches and releases properly.
- Verify no ajar message is displayed.
- Verify interior lights turn off correctly.
- Verify no DTCs reset.

**8. Replacement Criteria:** Replace the liftgate latch only if:

- Mechanical damage is present.
- Internal latch binding is verified.

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- Electrical failure is confirmed through diagnostics.
- Concern remains after completing all inspection, reset, alignment, and wiring procedures above.

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