



NUMBER: 23-007-15

GROUP: Body

DATE: February 21, 2015

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-022. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Rear Liftgate Will Not Open Intermittently

OVERVIEW:

This bulletin involves verifying liftgate release operation and if necessary, replacing the rear liftgate latch.

MODELS:

2015	(WK)	Jeep Grand Cherokee
2015	(WD)	Dodge Durango

NOTE: This bulletin applies to vehicles built on or after November 4, 2014 (MDH 1104XX) and on or before November 15, 2014 (MDH 1115XX) equipped with power liftgate (sales code JRC).

SYMPTOM/CONDITION:

A small number of customers may comment that the rear liftgate will not open intermittently.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle systems are functioning as designed. If DTCs or symptom conditions, other than the one listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1(AR)	04589656AC	Latch, Liftgate Release

REPAIR PROCEDURE:

1. Is the vehicle in Ship Mode?
 - a. Yes >>> Proceed to [Step #2](#).
 - b. No >>> Proceed to [Step #3](#).
2. Press and hold the 'Enter/Browse' button and the 'Front Defrost' (about 5 seconds) until "Ship Mode" is no longer displayed on the instrument cluster. See ([Fig. 1](#)).



Fig. 1 Taking Vehicle Out Of Ship Mode

3. Using the Frequency Operated Button Integrated Key (FOBIK) or the liftgate handle, open and close the liftgate 10 times without pause. Did the liftgate fail to open during any of the cycles?
 - a. Yes>>> Replace the rear liftgate latch. Refer to detailed repair procedures in DealerConnect/TechConnect Service Information section 23 - Body> Decklid/Hatch/Liftgate/Tailgate> Latch> Removal/Installation.
 - b. No>>> This service bulletin does not apply. Further diagnostics are required. Use Labor Op 23-41-25-91 to close out the RRT portion of this service action.
4. If necessary, place the vehicle back into ship mode by pressing and holding the 'Enter/Browse' button and the 'Front Defrost' (about 5 seconds) until "Ship Mode" is displayed on the instrument cluster.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-41-25-91	Latch, Rear Liftgate Release - Inspect Only. No repairs required. (1 - Semi-Skilled)	6- Electrical and Body Systems	0.2 Hrs.
23-41-25-92	Latch, Rear Liftgate Release. Replace. (1 - Semi-Skilled)	6- Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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