

Technical Service Bulletin (TSB)

Liftgate Will Not Properly Open Or Close

REFERENCE:	TSB: 23-021-25 GROUP: 23 - Body	Date:	April 23, 2025	REVISION:	–
VEHICLES AFFECTED:	2024 - 2025 (WS) Jeep Wagoneer /Grand Wagoneer This bulletin applies to vehicles built on or before December 02, 2024 (MDH 1202XX).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs): ● B197B-29 - Ratchet fork switch- signal invalid. ● B197C-29 - Pawl detent swich signal invalid. Customers may also experience the following: ● Liftgate will not properly open or close. ● Possible 'Liftgate Open' warning light on. ● Possible 'Liftgate Open' chime sound.				
CAUSE:	Design stack-up issue				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-074, date of issue April 23, 2025. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

REPAIR SUMMARY:

This bulletin involves installing a spacer below the liftgate striker.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-41-04-9C	Liftgate Latch - Insert Spacer (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	ZY	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	04589140AA	Spacer, Door Latch Striker	2.5 mm (0.118 in.)

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or equivalent	-	Essential tool

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Remove the liftgate Scuff Plate. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 23 - Body / Interior / Plate / Scuff, Liftgate Sill / Removal. [Fig. 1](#).



Fig. 1
Scuff Plate

2. Mark the mounting location of the striker, then remove striker. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 23 - Body / Decklid/Hatch/Liftgate/Tailgate/Swing Gate / Striker, Liftgate Latch / Removal.
3. Insert the door latch striker spacer underneath the liftgate striker.

4. Install striker using marked reference. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 23 - Body / Decklid/Hatch/Liftgate/Tailgate/Swing Gate / Striker, Liftgate Latch / Installation. Tighten fasteners to 28 N·m (21 Ft. Lbs) [Fig. 2](#).



Fig. 2

Striker Spacer Installed

5. Install the liftgate Scuff Plate. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 23 - Body / Interior / Plate / Scuff, Liftgate Sill / Installation.
6. Verify liftgate fit and function.
7. Using wiTECH, clear any DTC's.

POLICY:

Reimbursable within the provisions of the warranty.

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