



STAR ONLINE PUBLICATION



Case Number: S2608000005

Release Date: March 2026

Models Affected: 2023 – 2026 Wagoneer (WS)
2024 – 2025 Wagoneer S (KM)

Symptom/Vehicle Issue: Power Liftgate Module Sets Diagnostic Trouble Code B1963-00 Power Liftgate Performance

Technician Observation: Vehicle comes in with DTC B1963-00 Power Liftgate Performance

Discussion: PLGM reports DTC B1963-00 in the case of missing/unattached strut (mechanical issue) or an electrical strut connection.

Reset after validation of the above:

The PLGM will require 3 (three) consecutive successful power operation cycles to test and clear the DTC B1963-00. If the operation completes successfully no added service parts will be required.

**** A power operation is considered successful ONLY when the liftgate fully opens and fully closes.****

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 cases known 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.