



**NUMBER:** 08-007-11

**GROUP:** Electrical

**DATE:** February 16, 2011

*This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of Chrysler Group LLC.*

**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-029-10, DATED DECEMBER 15, 2010, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\***.**

**\*\*THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL 11-016. ALL APPLICABLE SOLD AND UN-SOLD VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.\*\***

**HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.**

**THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 11.02 OR HIGHER TO PERFORM THIS PROCEDURE.**

***SUBJECT:***

Power Liftgate Will Not Power Open And/OR Will Not Power Close

***OVERVIEW:***

This Bulletin involves replacing the Power Liftgate Power Drive Unit and flash reprogramming the Power Liftgate Control Module (PLGM)

***MODELS:***

2011 (WK) Grand Cherokee

**NOTE: This bulletin applies to vehicles equipped with Power Liftgate (sales code JRC) built prior to September 3, 2010 (MDH 0903XX)**

***SYMPTOM/CONDITION:***

The customer may experience a condition where the power liftgate will not power open and/or will not power close.

***DIAGNOSIS:***

If the customer experiences the symptom/condition perform the repair procedure

***PARTS REQUIRED:***



**Stick with the Specialists™**

Qty.	Part No.	Description
1	55399277AC	Power Liftgate Strut

**REPAIR PROCEDURE:**

1. Remove the Power Liftgate Power Drive Unit. Refer to the procedures available in DealerConnect / TechCONNECT> Group 08 - Electrical> 8N - Power Systems> Power Liftgate> DRIVE UNIT, Power> Removal — REMOVAL.
2. Replace the Power Drive Unit

**NOTE: It is not necessary to perform Step 11, perform the Power Liftgate Learn/Relearn Cycle standard procedure, of the Power Drive Unit install procedure at this time. This procedure will be performed after flashing the PLGM.**

3. Install the Power Liftgate Power Drive Unit. Refer to the procedures available in DealerConnect / TechCONNECT> Group 08 - Electrical> 8N - Power Systems> Power Liftgate> DRIVE UNIT, Power> Installation — INSTALLATION.

**NOTE: When flashing the PLGM on this vehicle it is critical that static battery voltage and battery condition is taken in consideration. If the battery is in a low state of charge it should be charged with the appropriate battery charger first before attempting to flash the PLGM.**

4. The wiTECH Diagnostic Application for flashing a PLGM is made available through the wiTECH Diagnostic Application. For instructions select the “HELP” tab on upper portion of the wiTECH window, then “HELP CONTENTS.” This will open the Welcome to wiTECH Help screen where help topics can be selected.
5. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.
6. Perform the Power Liftgate Learn/Relearn Cycle standard procedure available in DealerConnect / TechCONNECT> Group 08 - Electrical> 8E - Electronic Control Modules> MODULE, Power Liftgate Control> Standard Procedure
7. Verify proper functioning of the Power Liftgate

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Amount
08-52-51-90	Replace Power Liftgate Power Drive Unit and Flash PLGM Module	0.4 Hrs.

**FAILURE CODE:**

ZZ	Service Action
----	----------------