



**NUMBER:** 08-032-21

**GROUP:** 08 - Electrical

**DATE:** March 4, 2021

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**SUBJECT:**

Door Control Module Window Inoperative

**OVERVIEW:**

This bulletin involves replacing one or both of the front door modules.

**MODELS:**

2020 - 2021 (RU) Chrysler Pacifica

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America.

**NOTE:** This bulletin applies to vehicles built on or after August 20, 2020 (MDH 0820XX) and built on or before December 01, 2020 (MDH 1201XX) equipped with Power Front Windows, 1-Touch, Up & Down (Sales Code JP3) or Power Windows, Front/Rear 1-Touch Up/Down (Sales Code JSB).

**SYMPTOM/CONDITION:**

The technician may find that one or more of the following Diagnostic Trouble Codes (DTCs) have been set:

- B18BA-12 - Window Control - Circuit Short to Battery
- B18BA-13 - Window Control - Circuit Open

In addition the customer may notice one or more of the following:

- Driver and/or passenger windows stop working.
- If window switch is held in the up position for two seconds the obstruction auto-down function, may not work.
- Windows may go up slower than expected.

**DIAGNOSIS:**

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

If the customer describes the symptom/conditions listed above or if the technician finds the DTCs, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	68496460AB	Door Control Module (2021 with Passenger Front Door - JSB or JP3, X82, LER)
1 (AR)	68496461AB	Door Control Module (2021 with Driver's Front Door - JSB or JP3, X82, LER)
1 (AR)	68496462AB	Door Control Module (2021 with Passenger Front Door - JSB or JP3, X82)
1 (AR)	68496463AB	Door Control Module (2021 with Driver's Front Door - JSB or JP3, X82)
1 (AR)	68424448AC	Door Control Module (2020 with Passenger Front Door - JSB or JP3, X82, LER)
1 (AR)	68424449AC	Door Control Module (2020 with Driver's Front Door - JSB or JP3, X82, LER)
1 (AR)	68424450AC	Door Control Module (2020 with Passenger Front Door - JSB or JP3, X82)
1 (AR)	68424451AC	Door Control Module (2020 with Driver's Front Door - JSB or JP3, X82)

**REPAIR PROCEDURE:**

**NOTE: Only replace the door module which is currently showing either a DTC or symptom/condition. This could be indicated on either front passenger or drivers side of the vehicle or both depending on the DTC or symptom/condition.**

1. Replace the driver and/or Passenger front door module. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 08 - Electrical / 8E - Electronic Control Modules / Module, Door (DDM/PDM) / Removal and Installation
2. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
08-19-14-99	Module, Door Control (PDM) - Passengers Front - Replace (2 - Skilled)	6 - Electrical and Body Systems	0.7 Hrs.
08-19-14-9A	Module, Door Control (DDM) - Driver's Front - Replace (2 - Skilled)	6 - Electrical and Body Systems	0.7 Hrs.
08-19-14-9B	Module, Door Control (PDM/DDM) - Both Passengers and Driver's Front - Replace (2 - Skilled)	6 - Electrical and Body Systems	1.0 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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