SUBJECT:
Door Control Module Window Inoperative

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

MODELS:

2020 - 2021	(DT)	RAM 1500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, EMEA, LATAM and APAC.

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).

SYMPTOM/CONDITION:
Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation 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 autodown 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)	68424178AC	Door Control Module (2020 with X82, LER)
1 (AR)	68424179AC	Door Control Module (2020 with X82 and/or LER)
1 (AR)	68424182AC	Door Control Module (2020 with X82)
1 (AR)	68424183AC	Door Control Module (2020 with X82)
1 (AR)	68517696AA	Door Control Module (2021 with X82)
1 (AR)	68517697AA	Door Control Module (2021 with X82)
1 (AR)	68517698AA	Door Control Module (2021 with X82 and/or LER)
1 (AR)	68517699AA	Door Control Module (2021 X82 and/or LER)

REPAIR PROCEDURE:

NOTE: Only replace the door module that a DTC was indicating.

1. Replace the driver and/or Passenger 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:

Labor Operation No:	Description	Skill Category	Amount
08-19-14-9C	Module, Door Control (PDM) - Passengers Front (2 - Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
08-19-14-9D	Module, Door Control (DDM) - Drivers Front (2 - Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
08-19-14-9E	Module, Door Control (PDM/DDM) - Both Passengers and Drivers Front (2 - Skilled)	6 - Electrical and Body Systems	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action