**This bulletin supersedes Technical Service Bulletin (TSB) 08-029-21, date of issue March 4, 2021, which should be removed from your files. All revisions are highlighted with \*\*asterisks\*\* and includes addition of 2021 model year vehicles.**

*SUBJECT:*
Door Control Module Window Inoperative

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

*MODELS:*

| | | |
|---|---|---|
| \*\*2020 - 2021 | (DJ) | RAM 2500 Pickup |
| 2020 - 2021 | (D2) | RAM 3500 Pickup |
| 2020 - 2021 | (DD) | RAM 3500 Cab Chassis |
| 2020 - 2021 | (DP) | RAM 4500/5500 Cab Chassis |
| 2020 - 2021\*\* | (DF) | RAM 3500 <10K Cab Chassis |

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

**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 1-Touch Down (Sales Code JPY).**

*SYMPTOM/CONDITION:*
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 the window switch is held in the up position for at least 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) | 68374088AG | Door Control Module (Passenger Door - JP3 or JPY, X82) |
| 1 (AR) | 68374089AG | Door Control Module (Driver's Door - JP3 or JPY, X82) |
| 1 (AR) | 68374090AG | Door Control Module (Passenger Door - JP3 or JPY, X82 LER and/or LFX) |
| 1 (AR) | 68374091AG | Door Control Module (Driver's Door - JP3 or JPY, X82, LER and/or LFX) |

*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 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. Using the window switch, lower the door glass to the full-down position by pushing down (depress) the window switch to its second detent and hold the switch until the door glass is fully open. Continue to hold the window switch down for two seconds after the door glass is fully open.

3. Raise the door glass to the full-up position by pulling up on the window switch and hold the switch until the door glass is fully closed. Continue to hold the window switch up for two seconds after the door glass is full closed.

4. Test window operations.

5. 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 |
|---|---|---|---|
| 08-19-14-91 | Module, Door Control (PDM) - Passengers Front - Replace (2 - Skilled) | 6 - Electrical and Body Systems | 0.5 Hrs. |
| 08-19-14-92 | Module, Door Control (DDM) - Drivers Front - Replace (2 - Skilled) | 6 - Electrical and Body Systems | 0.5 Hrs. |
| 08-19-14-93 | Module, Door Control (PDM/DDM) - Both Passengers and Drivers Front - Replace (2 - Skilled) | 6 - Electrical and Body Systems | 0.8 Hrs. |

**FAILURE CODE:**

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