



STAR ONLINE PUBLICATION



CHRYSLER

DODGE



Jeep



SRT

Case Number: S2108000174

Release Date: July 2021

Symptom/Vehicle Issue: Power Folding Mirrors Not Folding, Power Seat Switch, Power Window Auto Up Feature Inoperative

Customer Complaint/Technician Observation: Owner complains that the above features are not operating after a recent service repair. Technician service may have included, DDM, Or PDM replacement, flash, or reset.

Discussion: Some of the above conditions may have appeared after a recent service repair. Use the following steps to ensure proper operations.

1. Using wiTech enter into the DDM or PDM (flash folder) update module software if updates are available. Below is an example part and flash for reference only.



2. When the flash completes (100%), perform a BCM proxy alignment within the guided diagnostics folder.

Guided Diagnostics

PROXI Configuration Alignment

- 2a. When the DDM/PDM has been PROXI aligned, perform a ECU Hard reset

Guided Diagnostics

Reset ECU

Select DDM,PDM as needed

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Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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2b. Perform Window calibration procedure:

Roll window up using the power window switch, once the window is fully closed, continue to hold switch "UP" for 5 seconds. Roll window down and continue to hold the switch "DOWN" for 3 seconds.

Note : if the vehicle is equipped with power folding mirrors/ Turn the power fold switch from "Neutral" to "Fold" and back to "Neutral" position

2C. Check for active DTCs

2D. Clear all DTCs or use service diagnostics for active DTC's as needed.

7. Repeat steps for PDM

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