



**NUMBER:** 08-116-21

**GROUP:** 08 - Electrical

**DATE:** July 13, 2021

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**SUBJECT:**

Flash: Driver Door Module (DDM) and Passenger Door Module (PDM) Updates

**OVERVIEW:**

This bulletin involves reprogramming the DDM and PDM with the latest available software.

**MODELS:**

2020 (DT) RAM 1500 Pickup

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

**NOTE:** This bulletin applies to vehicles equipped with Power-Folding Mirrors (Sales Code LER) or Exterior Mirrors W/Memory (Sales Code LEM).

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

- Exterior mirrors do not return to the original position after shifting out of reverse gear.
- Exterior mirrors continue to tilt downwards even after shifting out of reverse gear.

**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 one listed 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/condition listed above, perform the Repair Procedure.

**REPAIR PROCEDURE:**

**NOTE: Both door modules will need to be reprogrammed separately for this Repair Procedure.**

**NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.**

**NOTE: Before attempting this flash reprogramming session first verify a replacement part is available. If this flash process is interrupted/aborted, the PDM/DDM part number may become unreadable and will require replacement. If this occurs, 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. Refer to other published technical service bulletins for these DTCs. This bulletin has been completed, use inspect LOP (18-19-14-9E) to close the active RRT.**

1. Reprogram the DDM module with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Reprogram the PDM module with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
3. Calibrate the driver and passenger windows by performing the following:
  - Push the window switch down and fully open the window. Hold the switch down for five seconds, then release.
  - Pull the window switch up and fully close the window. Hold the switch up for five seconds, then release.
4. 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>
18-19-14-9F	Module, Door (DDM and PDM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

***FAILURE CODE:***

**The dealer must use failure code CC with this Service Bulletin.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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