

<b>REFERENCE:</b>	<b>TSB:</b> 08-165-25 <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	May 22, 2025	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	<b>2025 (D2) RAM 3500 Pickup</b> This bulletin applies to vehicles built on and before May 15, 2025 (MDH 0515XX) equipped with Power One-Touch Up/Down Front Windows (Sales Code JP3) or Pwr Windows, Front 1-Touch Down (Sales Code JPY) with Door Parts Module (Sales Code X82) with Power Telescoping Mirrors (Sales Code LF4) and/or Convex Aux Mirrors, Power-Adjustable (Sales Code LFX).			<b>MARKET APPLICABILITY:</b>	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may experience the following:</b> <ul style="list-style-type: none"> <li>Power windows are inoperative after reaching the full open position.</li> </ul>				
<b>CAUSE:</b>	<b>Driver Door Module (DDM) and Passenger Door Module (PDM) software.</b>				

**REPAIR SUMMARY:**

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

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-14-9R	Module, Drivers Door and Passenger Door - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
Failure code	CC	Customer Concern	

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

- If the customer's concern matches the SYMPTOM identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

**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 Diagnostic Trouble Codes (DTC)s 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/condition listed above perform the repair procedure.

**SPECIAL TOOLS/EQUIPMENT:**

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

## 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: If this flash process is interrupted/aborted, the flash should be restarted.**

1. Reprogram the DDM and PDM with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
3. Calibrate the windows (full up then full down via driver window switch). Refer to the detailed service procedures listed in DealerCONNECT>Service Library> under: 08 - Electrical / 8N - Power Systems / Power Windows / Standard Procedure.
4. Cycle the ignition OFF and ON.
5. If equipped with folding mirrors, sync mirrors with folding mirror switch by folding and unfolding mirrors.

## POLICY:

Reimbursable within the provisions of the warranty.

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