

REFERENCE:	TSB: 08-165-25 REV. A GROUP: 08 - Electrical	Date:	August 30, 2025	REVISION:	08-165-25
VEHICLES AFFECTED:	2025 (D2) RAM 3500 Pickup This bulletin applies to vehicles built on or 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 Power Telescoping Mirrors (Sales Code LF4) and/or Convex Aux Mirrors, Power-Adjustable (Sales Code LFX).			MARKET APPLICABILITY: <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 NOTE: **This bulletin applies to the North America market.**	
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none"> Power windows are inoperative after reaching the full open position. 				
CAUSE:	Driver Door Module (DDM) and Passenger Door Module (PDM) software.				

This bulletin supersedes Technical Service Bulletin (TSB) 08-165-25, date of issue May 22, 2025, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include converting the TSB to an RSU, added new market note, updated Repair Summary, new LOPs, updated Claims Data Failure Code and statement, updated Diagnosis statement and additional Repair Procedure steps.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-180, date of issue August 30, 2025. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.****

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-19-14-9Q	Module, Drivers Door (DDM) and Passenger Door (PDM) - Inspect s/w Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-14-9R	Module, Drivers Door (DDM) and Passenger Door (PDM) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
Failure code	CC	Customer Concern	
	RF	Required Flash**	

****The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.**

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. The “RF” failure code must be used on an RSU.
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.**

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. **Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO>>> Proceed to [Step 3](#).
2. Is the DDM and PDM already updated to the latest software?
 - YES>>> This bulletin has been completed. Use Inspection LOP (18-19-14-9Q).
 - NO>>> Proceed to [Step 3](#)**
3. 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.
4. 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.

5. 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.
6. Cycle the ignition OFF and ON.
7. 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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