

Technical Service Bulletin (TSB)
Door Control Module (DCM) Updates

REFERENCE:	TSB: 08-303-25 GROUP: 08 - Electrical	Date:	September 16, 2025	REVISION:	—
VEHICLES AFFECTED:	2026 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or after September 15, 2025 (MDH 0915XX).			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 American markets.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): <ul style="list-style-type: none"> B2577-00 - Window Not Calibrated / Lost Calibration. Customers may experience one or more of the following: <ul style="list-style-type: none"> Power windows are inoperative and will not respond to switch inputs.. Driver and passenger window auto up/down functions inoperative. 				
CAUSE:	Driver Door Module (DDM) and Passenger Door Module (PDM) software				

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
18-19-14-9T	Module, Drivers Door (DDM) and Passenger Door (PDM) - 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 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/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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