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Case Number: S2623000010

Release Date: February 2026

Symptom/Vehicle Issue: Digital Rearview Mirror Unavailable Service Required Message.

Models Affected: 2025-2026 Ram 2500 (DJ) 3500 (D2/DD) 4500/5500 (DP)

Customer Complaint/Technician Observation: Customer complains the camera system is not working. There may be symbols displayed on the rear-view mirror. Technician finds Diagnostic Trouble Code(s) (DTC)

U0565-00 Implausible Data Received From Rear Camera Module

B2299-00 Rear Camera Internal Fault

U014D-00 Lost Communication With Mirror Control Module 'B'

The images below may display on the mirror:



Image 1

Line Through Camera

Image 2

Swap Camera View



Image 3

<<<NOTE>>> The reflective portion of the mirror is not affected by the icon. The black background only displays when the customer selects a non-working camera view. Default will be the normal reflective mirror view.

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Push Mirror Mode Toggle

Discussion: This document will help identify which camera system the vehicle has, identify the type of issue the customer is experiencing, and provide additional information.

Step 1. Identify what Digital Rearview Mirror (DRVM) system the vehicle is equipped with.

- A. The Digital Rearview Mirror (DRVM) System can have up to 4 cameras
- Rearview Digital Mirror Processor Module – RVDMP (Under Drivers Seat)
 - CHMSL (Rear Light) Camera – Module Name RVCM3, Sales Code GRG or GRG & GNQ
 - LH Exterior Mirror Camera – Module Name RVCML, Sales Code GNQ
 - RH Exterior Mirror Camera – Module Name RVCMR, Sales Code GNQ
 - Trailer Tow Camera – Module Name TTCU, Sales code XH7
 - If customer has trailer with mounted camera
 - Requires a Repeater for proper operation

GRG	GNQ	Trailer Tow Camera	Module Acronym	Description
X	X		RVDM	Rear View Digital Mirror
X	X		RVDMP	Rear View Digital Mirror Processor
X	X		RVCM3	CHMSL (Rear Light) Camera
	X		RVCML	LH Exterior Mirror Camera
	X		RVCMR	RH Exterior Camera
		X	TTCU	Trailer Tow Camera ^(1,2)

¹ Trailer Tow Camera may be used with either GRG or GNQ sales codes.

² Trailer Tow Camera requires a repeater module for proper operation

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Step 2: Observe and document the customer complaint. Then review the 3 potential issues below to isolate the cause.

- Observe and document (Picture or Video) customer complaint:
 - glitchy, loss of connection, bad image, DTC's, cluster error message, special icon
- Any special circumstances the complaint occurs: rough road, potholes, hot, cold, rain.
- Visually inspect the vehicle for any signs of damage to mirror system, cameras, or wiring. Repair any damaged components and retest the system's operation.

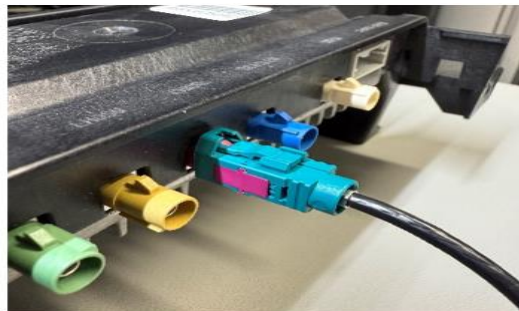
Issue 1: line through camera symbol on mirror. Issue is constant and not intermittent.



- Inspect the coax signal cable between the RVDM (interior mirror) and the under seat RVDMP. Look for coax connections to be fully snapped/connected.



Not Good Connection



Good Connection

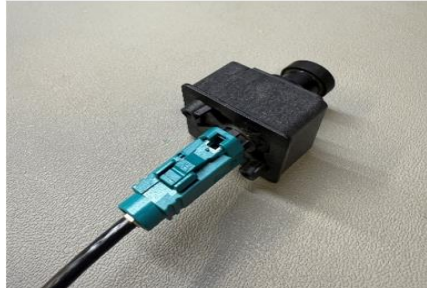
- Inspect connections at the RVCM3 (center high mount stop lamp assy)

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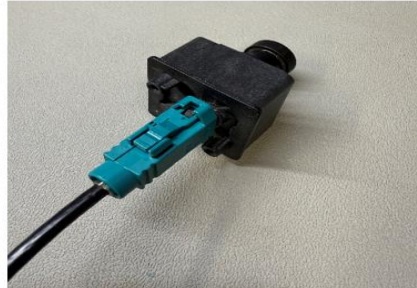
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Not Connected



Good- Connected.

Issue 2: Intermittent reconnection attempts between camera(s) and RVDMP



- Inspection of coax signal cable between RVDMP and RVCM3 (CHSML) including any inline connectors. Refer to Service Library wiring diagrams for reference. Look for damage and connectors not fully installed.
- As needed, use coax test kit 9977 to bypass vehicle wiring and isolate a problem area. The full kit will have adapter ends to be used on the test cable to match vehicle connections on modules, mirrors and cameras.

Issue 3: "Camera not available"



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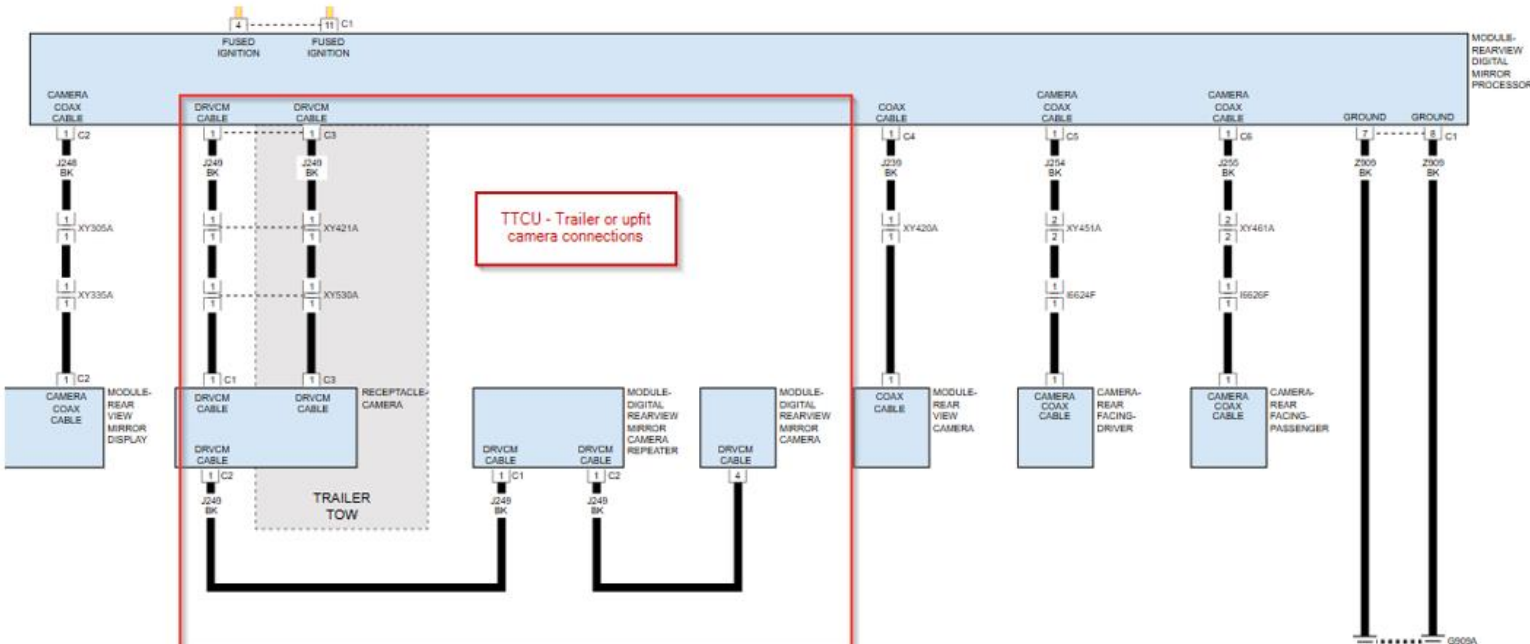
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Trailer Camera system:



- If trailer tow camera has a connection issue: does connector on the trailer tow bumper look corroded or damaged, is bumper connection loose? Is the torque spec. Low? (see image below) Clean or repair as needed.
 - Cable and bumper plug should be inspected for cleanliness.
 - **IMPORTANT: Cable depends on user to keep it clean**



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