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Case Number: S2623000020

Release Date: April 2026

Symptom/Vehicle Issue: Aux Switches Below Radio Screen Do Not Work.

Models Affected: 2025 Ram 1500 (DT)

Customer Complaint/Technician Observation: Park Assist and/or aux function switches are not working in the switch bank. Technician may find diagnostic trouble code (DTC) B1285-2A Park Assist Switch Stuck.



Switch Bank Pod

Repair Procedure: Review the below if a customer has a verified concern of the Park Assist and AUX switches are not working in the switch bank pod. Steps listed below should be used in addition to standard diagnostics.

1. Confirm the part number installed matches the current StarParts part listing. The “root number” (the part number without the 2 letter suffix) should match. If the

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digits do not match the catalog, replace the switch bank pod with the most current part in StarParts. Then proceed to the Verification portion of this document. If the digits do match, continue to step 2.

2. Using wiTECH, perform a diagnostic scan. Retrieve and document all DTCs, including if set: B1285-2A Switch Stuck.

Do not erase DTCs at this stage unless required for step-by-step validation.

3. Inspect the switch bank pod and trim fitment. Inspect the center stack switch bank, Park Assist switch, auxiliary switch, and lower switch modules for:

Signs of mechanical stress

Broken tabs or damaged trim

Electrical connector integrity

Evidence of misuse or aftermarket interference

Verify trim alignment. Ensure no components apply pressure on switches.

4. Remove the switch bank pod. Refer to Service Library 08 - Electrical / 8J - Instrument Cluster / POD, Switch Bank / Removal and Installation
5. Inspect switch bank pod, connectors, and wiring

Check the housing, buttons, internal alignment, and connector pins.

Verify that no wiring harness is pinched, overstretched, or contacting sharp edges.

6. Reinstall the switch bank pod and related components. Refer to 08 - Electrical / 8J - Instrument Cluster / POD, Switch Bank / Removal and Installation

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Confirm proper engagement of electrical connectors, retention tabs, trim panels

Verification: Turn the ignition ON. Verify correct operation of: park assist switch, auxiliary switches, and center stack switch bank.

Confirm switches respond consistently and without delay or false activation. Clear DTCs only at this point. Perform a second full scan. Confirm that B1285 and B1285-2A have not returned. Document final readings and attach to the repair file.

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