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Case Number: S2623000033

Release Date: May 2026

Symptom/Vehicle Issue: Front Passenger Door Window Switch, Left or Right Rear Window Switch Buttons Stuck, Click or Are Inoperative. Window Switches Are Sticking, Making a Clicking Noise or Not Operating the Window Glass.

Models Affected: 2025-2026 RAM 1500 (DT) 2025-2026 RAM 2500 (DJ)
2025-2026 RAM 3500 (D2) 2025-2026 RAM 3500 (DD)
2025-2026 RAM 45/5500 (DP)

Customer Complaint/Technician Observation: Customer may find that the window does not work from the respective door switch. After duplicating the concern, the technician may also find that the switch clicks/rubs on the bezel.

Discussion: A broken snap tab could cause misalignment of the window up/down buttons within the switch housing. The stuck button would not have a gap to the bezel opening, and operating the button would make a rubbing or clicking noise to the bezel.

Sequence of steps for Diagnosis:

1. Confirm operation of window up and down from the Master Switch located on the driver door.
2. If the window works from the Master Switch, remove the suspect switch Assy from the arm rest using a trim stick leave the wiring connection connected. Examine the locking tabs on both sides for the bezel and the switch housing. All tabs must be fully installed, and the tab windows cannot be broken.
3. If all lock tabs are ok, then carefully remove the switch from the Bezel using trim stick. Diagram below. Keep the wire connected.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.

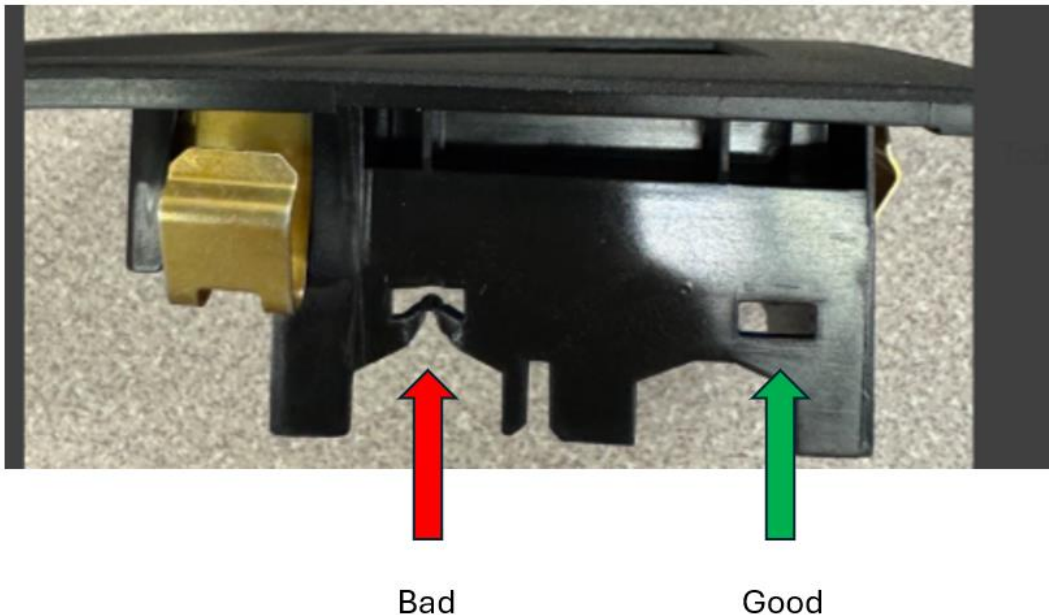


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4. After the switch is fully removed from the Bezel, function the window button to see if the window operates up and down.
5. If the window does not operate check that the connector is fully installed. If yes, then check wire connection (Bent pins or Terminal push out).
6. If the wire connection is ok, then replace switch.

NOTE: If switch works after assembly, reuse the assembly. 3. The option is available to use a new bezel, if the switch is good and performing. Operate the up/down buttons several times to confirm that the issue is fixed.



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