STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)
Front Windows Auto-Reverse During Closing

REFERENCE:	**TSB:** 08-313-26 **GROUP:** 08 - Electrical	**Date:**	August 13, 2026	**REVISION:**	—

VEHICLES AFFECTED:	**2026 (DT) RAM 1500 Pickup** **2026 (WS) Jeep Wagoneer / Grand Wagoneer** **This bulletin applies to vehicles built on or after July 15, 2026 (MDH 0715XX) and on or before August 17, 2026 (MDH 0817XX).**	**MARKET APPLICABILITY:** ☒ NA ☒ MEA ☒ SA ☒ IAP ☒ EE ☐ CH **NOTE: This bulletin applies to North and South America, Enlarged Europe, Middle East & Africa, and India & Asia Pacific markets.**
CUSTOMER SYMPTOM:	**Customers may experience the following:** • Front windows travel to the closed position but then auto-reverses.	
CAUSE:	**Signal interruption to the Door Control Unit (DCU)**	

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-155, date of issue August 13, 2026. 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 the date codes on both front power window regulator motors and, if necessary, replacing one or both power window regulator motors.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-52-20-9A	Motor, Power Window Regulator - Inspection (2 - Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
08-52-20-9B	Motor, Power Window Regulator - Inspect and Replace - One (2 - Skilled)	6 - Electrical and Body Systems	0.5 Hrs.
08-52-20-9C	Motor, Power Window Regulator - Inspect and Replace - Two (2 - Skilled)	6 - Electrical and Body Systems	0.6 Hrs.
Failure Code	ZY	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68321288AA	Motor, Window Regulator, Front Door (Left)	
1 (AR)	68321289AA	Motor, Window Regulator, Front Door (Right)	

DIAGNOSIS:

If a customers VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: This Repair Procedure applies to both the left and right front door window regulator motors.

NOTE: Ensure both front door power windows are fully open.

1. Ensure both front door power windows are fully open before proceeding to Step 2.
2. Remove the door trim panel. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body / Doors - Front / Panel, Door Trim / Removal and Installation.
3. Locate and identify the last three digits of the power window regulator motor date code Fig. 1.

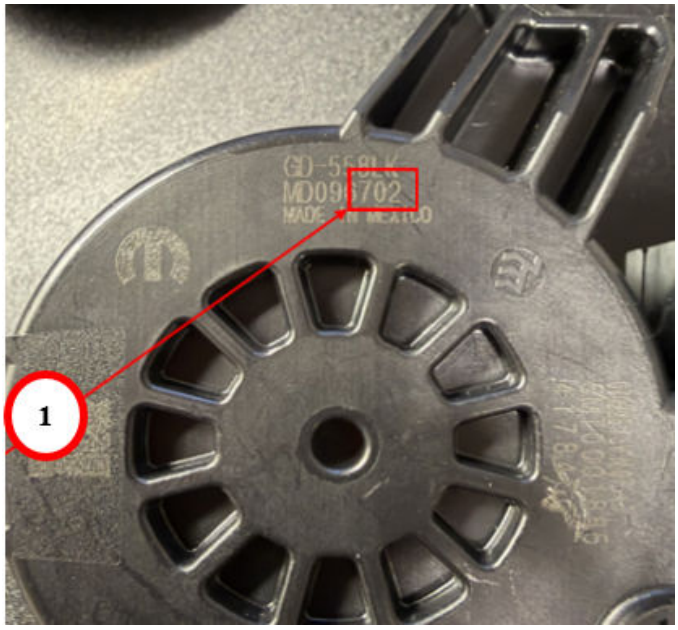

Fig. 1
Power Window Regulator Motor - Date Code Inspection

1 - Date Code Location

IMPORTANT! If necessary, use a magnifying glass or capture a close-up photo and zoom in to read the date code.

4. Are the last three digits of the date code **701 or 702** on either front power regulator motor?
   - Yes>>> Proceed to Step 8.
   - NO>>> Proceed to Step 5.

5. Are the last three digits of the date code **703, 707 or 714** on either front power regulator motor?
   - YES>>> Proceed to Step 8.
   - NO>>> Use Inspection LOP (XX-XX-XX-XX) to close the active RSU and proceed to Step 9.
6. Inspect both front door power window regulator motors for a green dot as shown in Fig. 2.

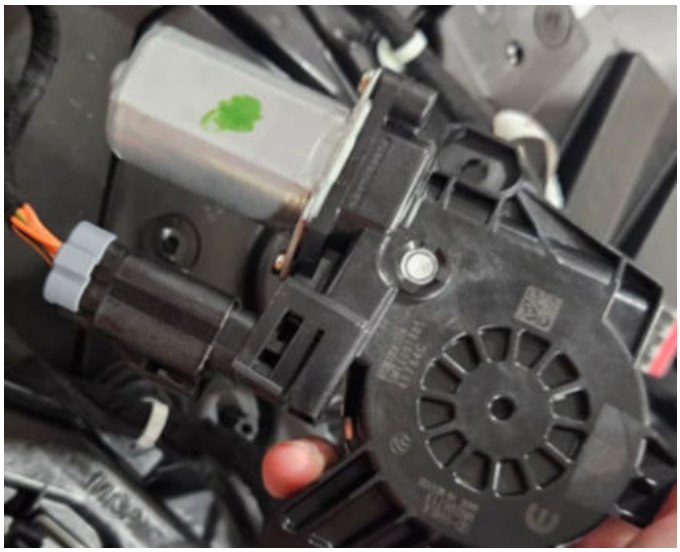

Fig. 2
Green Dot - Front Power Window Regulator Motor

7. Are both front power regulator motors marked with a green dot?
   - YES>>> Use Inspection LOP (XX-XX-XX-XX) to close the active RSU and proceed to Step 9.
   - NO>>> Proceed to Step 8.
8. Replace the front power window regulator motor. Refer to the detailed procedures available DealerCONNECT > Service Library> under: 08 - Electrical / 8N - Power Systems / Power Windows / Motor, Window Regulator / Removal and Installation.
9. Install the door trim panel. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Doors - Front / Panel, Door Trim / Removal and Installation.

NOTE: For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.

POLICY:

Reimbursable within the provisions of the warranty.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.