

Technical Service Bulletin (TSB)

Flash: Power Tailgate Module (PTGM) Updates

REFERENCE:	TSB: 08-210-25 GROUP: 08 - Electrical	Date:	July 8, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or before June 30, 2025 (MDH 0630XX) equipped with a Power Tailgate (Sales Code JRC).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs): - B25E3-11 - Tailgate Absolute Position Sensor-Circuit Short To Ground. - B25E3-12 - Tailgate Absolute Position Sensor-Circuit Short To Battery. - B25E4-92 - Tailgate Absolute Sensor Supply-Performance Or Incorrect Operation. Customers may also comment on the following: - Tailgate won't stay down. - Tailgate inoperative.				
CAUSE:	PTGM Software				

REPAIR SUMMARY:

This bulletin involves updating the PTGM with the latest software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-52-90	Module, Power Tailgate Module (PTGM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

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 any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

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 PTGM 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. Ensure tailgate is fully closed and latched.
3. Perform a tailgate calibration. Refer to the detailed service procedures listed in DealerCONNECT>Service Library>Service Info> 08 - Electrical / 8N - Power Systems / Power Tailgate / Module, Tailgate Control / Module Programming.
4. 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.

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.