

Technical Service Bulletin (TSB) Door Control Module (DCM) Updates

REFERENCE:	TSB: 08-187-26 GROUP: 08 - Electrical	Date:	April 28, 2026	REVISION:	08-303-25
VEHICLES AFFECTED:	2026 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or before September 15, 2025 (MDH 0915XX).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North American markets.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): - B2577-00 - Window Not Calibrated / Lost Calibration. Customers may experience one or more of the following: - Power windows are inoperative and will not respond to switch inputs.. - Driver and passenger window auto up/down functions inoperative.				
CAUSE:	Driver Door Module (DDM) and Passenger Door Module (PDM) software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-303-25, date of issue September 16, 2025, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include converting to an RSU, updated Repair Summary, new Claims Data table, Diagnosis statement and Repair Procedure steps.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-074, date of issue April 28, 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 and possibly reprogramming the DDM and PDM with the latest available software.****

****CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-14-9W	Module, Drivers Door (DDM) and Passenger Door (PDM) - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-14-9X	Module, Drivers Door (DDM) and Passenger Door (PDM) - Inspect And Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
Failure code	RF	Required Flash	
	CC	Customer Concern **	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. The “RF” failure code must be used on an RSU.
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.**

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 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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

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. **Is the vehicle on the RSU VIN list?

- YES>>> Proceed to [Step 2](#).

- NO>>> Proceed to [Step 3](#).
2. Are the DDM and PDM software updated to the latest version?
 - YES>>> This bulletin is complete. Use Inspect LOP (18-19-14-9W) to close this active RSU.
 - NO>>> Proceed to [Step 3](#).**
 3. Reprogram the DDM and PDM 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.
 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.
 5. Calibrate the windows (full up then full down via driver window switch). Refer to the detailed service procedures listed in DealerCONNECT>Service Library> under: 08 - Electrical / 8N - Power Systems / Power Windows / Standard Procedure.
 6. Cycle the ignition OFF and ON.
 7. If equipped with folding mirrors, sync mirrors with folding mirror switch by folding and unfolding mirrors.

POLICY:

Reimbursable within the provisions of the warranty.

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