



STAR ONLINE PUBLICATION



Case Number: S2623000039

Release Date: May 2026

Models Affected:

2025 – 2026 RAM 2500 (DJ)
2025 – 2026 RAM 3500 (DD)
2025 – 2026 RAM 3500 (D2)
2025 – 2026 RAM 4500/5500 (DP)

Symptom/Vehicle Issue: Outside Power Extend/Retract Rearview Mirror motor noise after reaching full travel.

Discussion: Some customers may experience that the power extend/retract motor for the Heavy Duty trailer tow mirrors continues to run and make noise after the mirror has reached its fully extended or fully retracted position. Engineering is aware of this condition and working on improvement. Expected resolution should be 4th quarter 2026.

Inform the customer that the motor noise can be stopped by briefly pressing the opposite direction on the mirror control switch (D pad).

<<<Note>>> If the mirror is fully retracted (after pressing the right arrow on the directional pad) and motor noise is present, pressing the left arrow button once will stop the motor.

No parts replacement or repairs are recommended currently. Service parts will exhibit the same condition.

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.