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Case Number: S2523000066 Rev. A

Release Date: June 2026

Symptom/Vehicle Issue: Driver Side Window Switch Buttons Stuck Or Inoperative.
Rev A.

Models Affected:

2025-2026 Ram 1500 (DT)

2025-2026 Ram 2500 (DJ)

2026-2026 Ram 3500 (DD/D2)

2025-2026 Ram 4500/5500 (DP)

Customer Complaint/Technician Observation: Driver window/mirror adjust/ lock buttons are inoperative, stuck or switch button does not return to original position after pushed.

Discussion: This document discusses 2 potential causes of stuck switch buttons.

Condition 1. Mis-install (excessive force on switch top surface) could cause misalignment of the buttons within the switch housing. The stuck button would be visible, and operating the button would not activate the function. Review procedure 1. below

Condition 2. Bezel mounted mirror switches binding or stuck due to excess door panel cover material in switch opening.

Repair Procedure: Use trim stick to remove the window switch assembly, disconnect the wiring connector. Refer to Service Library 08 - Electrical / 8N - Power Systems / Power Locks / SWITCH, Lock / Removal and Installation.

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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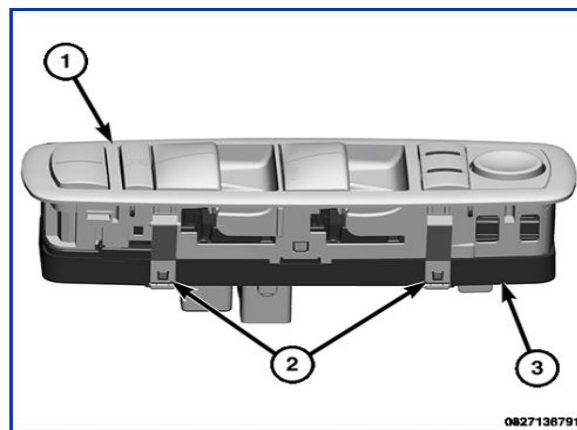


Condition 1:

- A. Press the switch back plate assembly firmly to the bezel housing, and ensure all snap tabs are engaged. Press side walls to and visually confirm that all the snap tabs are inside the slots.
- B. Reconnect the wiring connector and snap fit the switch assembly into the armrest opening.



Removal of Lock Switch Assembly (early design)



- 1 - Switch Bezel
- 2 - Switch Bezel Retaining Clips
- 3 - Switch Bank

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Switch And Bezel (late design)



Example Of Excess Material To Be Trimmed. Condition 2

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Condition 2:

- A. With switch and bezel removed, inspect the switch mounting opening for excessive door panel cover material causing binding. If necessary, using a sharp hobby knife, carefully trim excess material from the opening. Do not cut material where it will be visible to the owner with the switch installed.
- B. Install the switch and bezel to check fit and switch operation. Repeat step A as needed to remove the fabric binding condition.

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