

TSB 611601 - Recall 26V171

Emergency Exit Window Field Remedy, Ram Promaster Side Entry

Recall Overview

WARNING: This is a safety recall. Do not return the vehicle to the customer until all steps in this procedure are completed and the Emergency Exit Window operates correctly.

NHTSA Recall Number: 26V171

Warranty Topic: Recall / 26V171 / Repair

Affected product:

- 2nd row driver-side Emergency Exit Window on BraunAbility Ram Promaster Side Entry conversions

Vehicle applicability:

- Year: 2023
- Make: Ram
- Model: Promaster 3500
- Entry Style: Side Entry
- Conversion Codes: S5, S6
- Build Dates (affected units): 08/01/2023 – 03/22/2024

Affected VINs (13 total):

#	VIN	Conversion Code	Build Date
1		S5	03/22/2024
2		S5	03/21/2024
3		S5	03/21/2024
4		S5	03/20/2024
5		S5	03/20/2024
6		S6	09/12/2023
7		S6	09/11/2023
8		S6	09/11/2023

#	VIN	Conversion Code	Build Date
9	3C6	S6	09/08/2023
10	3C6	S6	09/08/2023
11	3C6	S6	09/08/2023
12	3C6	S6	09/07/2023
13	3C6	S6	08/01/2023

Total affected vehicles in this article: 13.

IMPORTANT: Confirm the VIN is on the affected list above before performing this remedy. If the VIN is not listed, do not apply this procedure as a recall repair.

Parts Required

Replacement Window Assembly

Part Number	Description	Qty
600566A	Emergency Exit Window assembly – Promaster (replacement window)	1

NOTE: 600566A is supplied as a complete Emergency Exit Window assembly. Do not disassemble the supplied window assembly.

Mounting Hardware and Related Components

Part Number	Description	Qty
600629A	ASSY- LATCH PLATE	2
600631WBK	WMT- BACKING PLATE- LATCH PLATE- RHS- EE WINDOW	1
600636WBK	WMT- BACKING PLATE- LATCH PLATE- LHS- EE WINDOW	1
513663	Bolts for ASSY- LATCH PLATE	4
606723WBK	WMT- HINGE BACKING PLATE - RIGHT SIDE	1
606724WBK	WMT- HINGE BACKING PLATE - MIDDLE RIGHT	1
606725WBK	WMT- HINGE BACKING PLATE - MIDDLE LEFT	1
606726WBK	WMT- HINGE BACKING PLATE - LEFT SIDE	1
602453R144	Weather seal – Emergency Exit Window	1
TX11437	Black nylon hood seal retainer (GM 14074081)	20

Part Number	Description	Qty
TX10457	Panel clip, 9/32" (7 mm) hole, 1-3/4" length (F0JL120P)	20
TX10323	Headliner clip, gray bulkhead	4
517055	Wire connector, 18–22 AWG marine grade cosolder seal - REP/REPL ONLY	2

Existing Components to Be Removed and Reused/Discarded

Part Number	Description	Notes
TX11298	Glass window assembly	Removed during procedure; follow current recall/parts retention guidance

Tools and Equipment Required

- Drill with 3/8" drill bit
- Drill with 1/4" drill bit
- Rotary tool with cutoff wheel (for lower panel trim around window latch)
- Template for lower trim panel
- Trim removal tool
- Screwdrivers / appropriate driver bits for interior fasteners and window screws
- Wire cutters/strippers (for window light wiring)
- Heat gun (for activating 517055 cosolder seal connectors when rewiring the red lights)

Safety Warnings

WARNING: Support the window with a second person whenever perimeter screws are being removed or installed. The window can fall outward once the last fasteners are removed.

WARNING: Use eye protection when drilling. Metal shavings around the window opening can cause injury.

WARNING: Disconnect and handle the two red lights above the Emergency Exit Window carefully. The lights must be restored to proper operation before trim panels are secured.

Field Remedy Procedure

Step 1 — Prepare Interior Panels and Lights

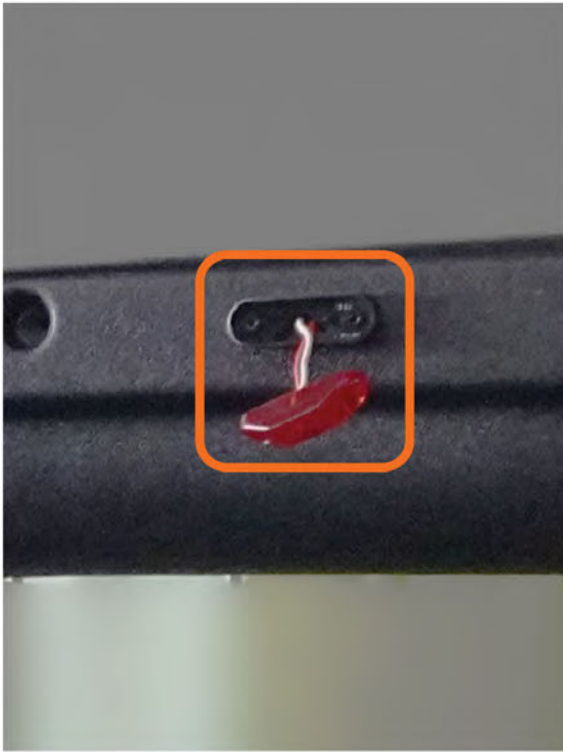
1. Loosen fasteners on upper and lower interior panels.

- On the driver-side interior, locate the upper and lower panels running along the Emergency Exit Window area.
- Remove or loosen the screws, clips, and push pins as needed so the panels from the Emergency Exit Window (**approximately to the middle seat position**) can be gently **peeled back** from the body.
- Do not fully remove these panels; flex them away enough to expose the window perimeter area.



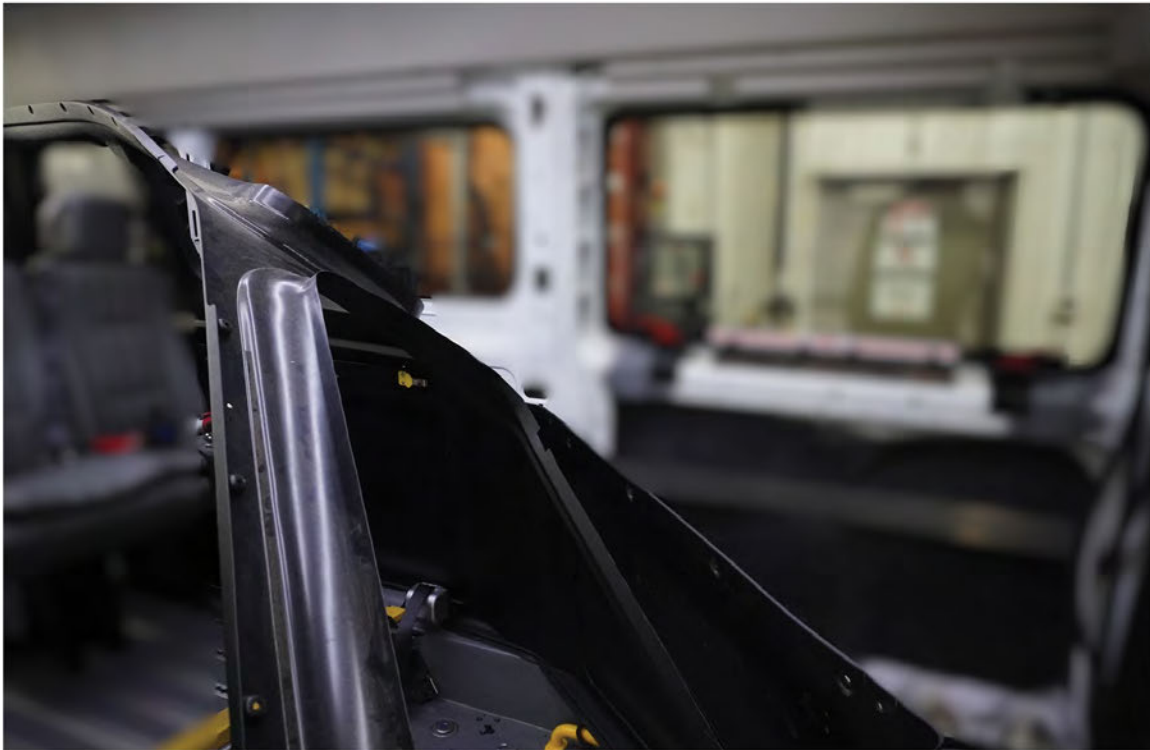
2. Disconnect the two red window lights.

- Locate the two red lights mounted above the Emergency Exit Window.
- Cut the wiring to each light and set the lights aside in a safe location.
- These lights must be returned to proper working condition **before** trim panels are fastened back in place.



3. Flex panels back for access.

- Carefully flex the loosened upper and lower panels away from the body structure to expose the glass window flange, perimeter screws, and latch and hinge areas.
- Take care not to kink or sharply bend the panels or attached harnesses.



Step 2 — Remove Glass Window (TX11298)

4. Remove perimeter screws.

- With a second person supporting the window from outside, remove the screws securing the glass window (TX11298) to the body around the perimeter.
- Leave at least two opposite screws partially installed until the remaining screws are removed, then remove the final screws while the outside person supports the glass.

5. Remove the window.

- Carefully lift the glass window out of the opening and set it aside.
- Follow current recall/parts retention policy for handling the removed glass window.



Step 3 — Install Latch Plate Assemblies and Backing Plates

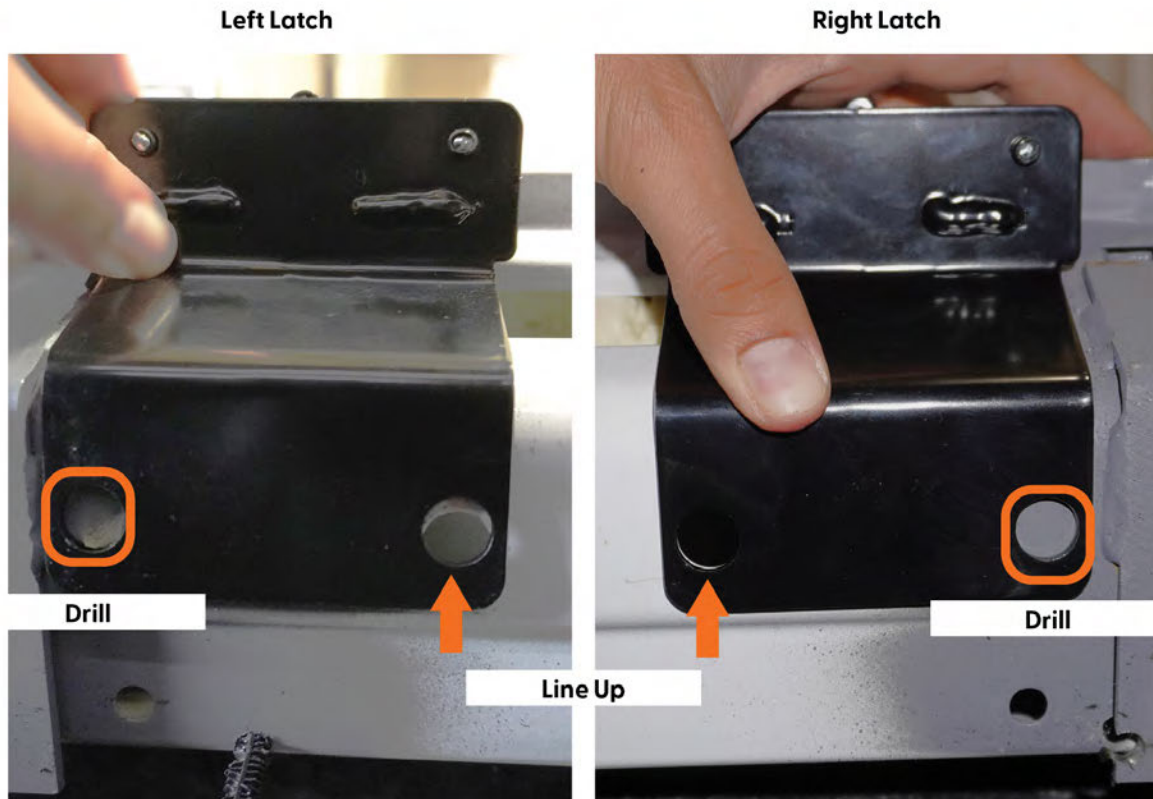
6. Position latch plate assemblies (left and right).

- With the glass window removed, place latch plate assemblies 600631WBK and 600636WBK in their intended locations along the lower edge of the window opening (one on each side).
- Align each latch plate so the latch surface faces the interior and the two mounting holes are centered over solid structure.



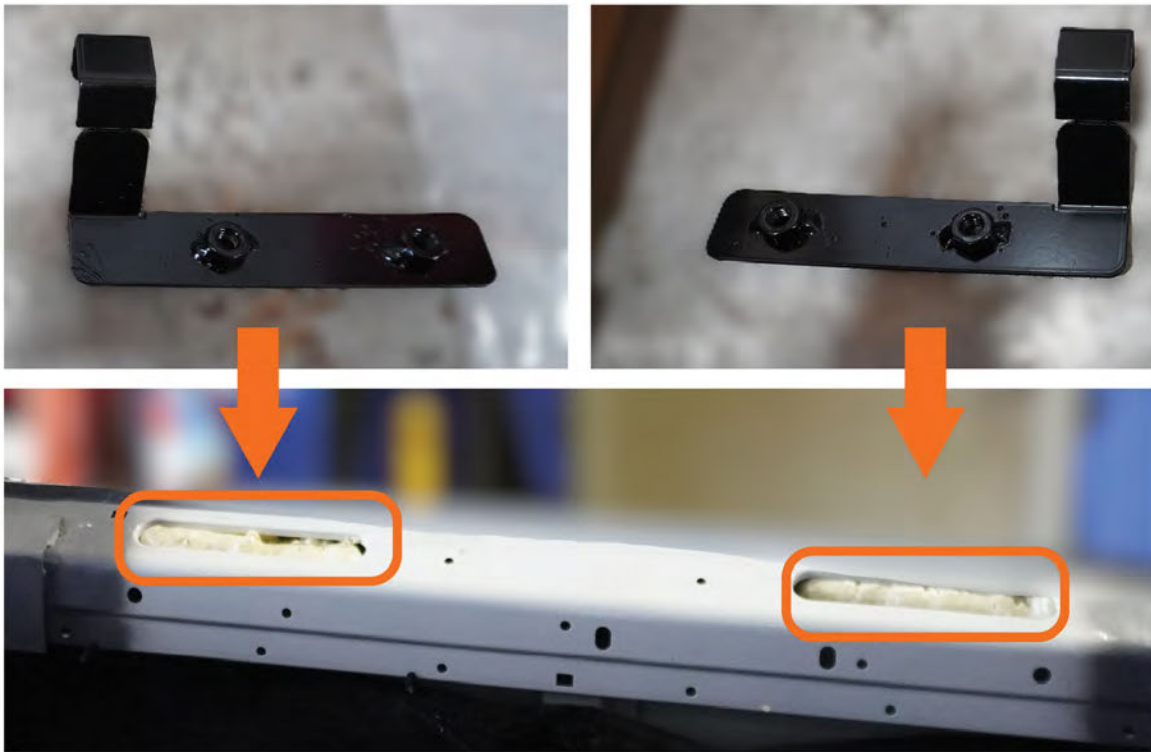
7. Drill 3/8" mounting holes using the latch plates as templates.

- Holding the first latch plate assembly firmly in position, use its two mounting holes as a drill guide.
- Drill two 3/8" holes through the frame at the latch plate hole locations.
- Repeat for the latch plate assembly on the opposite side.
- Deburr all drilled holes.



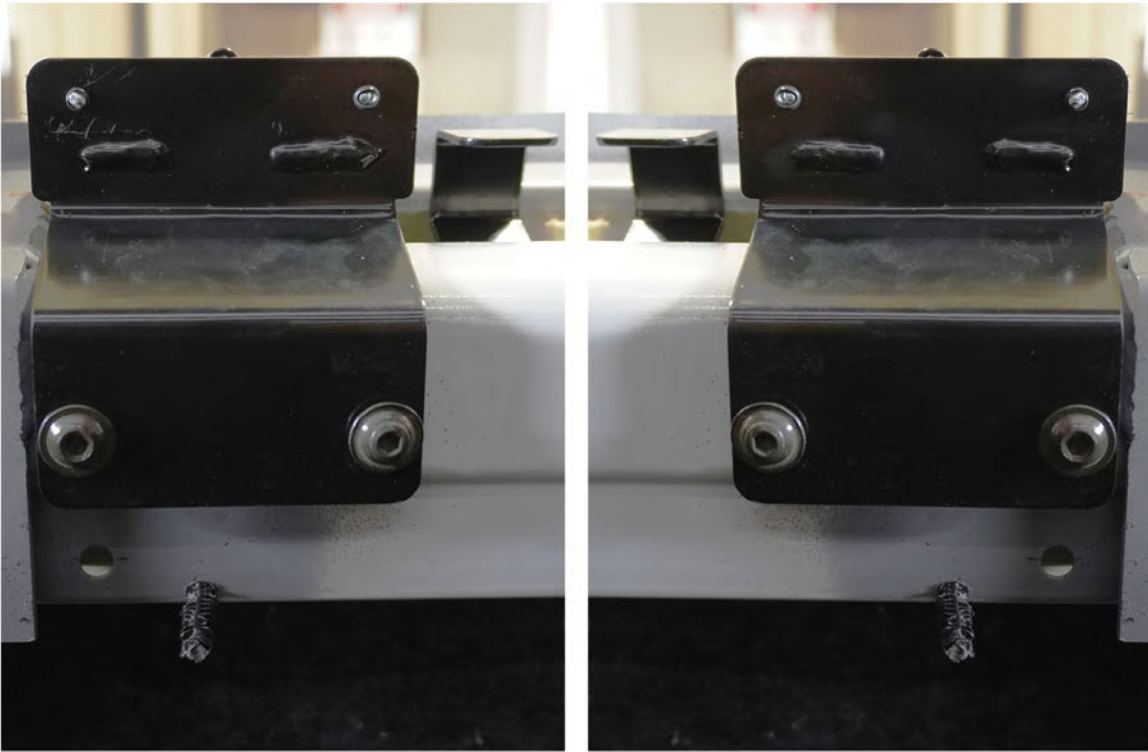
8. **Install backing plates behind each latch plate.**

- For each side, insert the backing plate down into the frame so it sits **behind the two holes** you just drilled.
- Make sure the alignment tab on the backing plate is oriented upward so it can contact and align with the back of the latch plate.



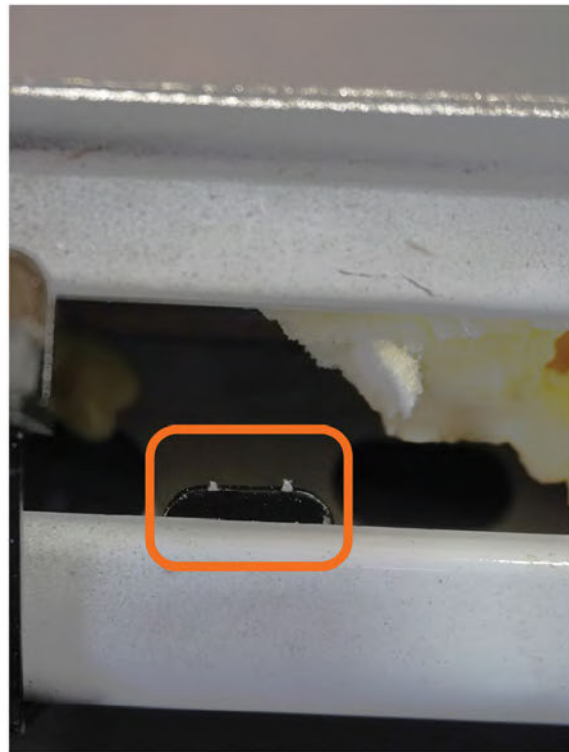
9. Bolt the latch plate assemblies to the backing plates.

- Install the two mounting bolts (513663) through the latch plate and into the backing plate on that side.
- Snug the bolts so the latch plate assembly and backing plate are pulled tight and correctly aligned, but still allow minor adjustment if needed when you test-fit the window.
- Repeat for the latch plate assembly on the other side.



10. **Break off the backing plate alignment tabs.**

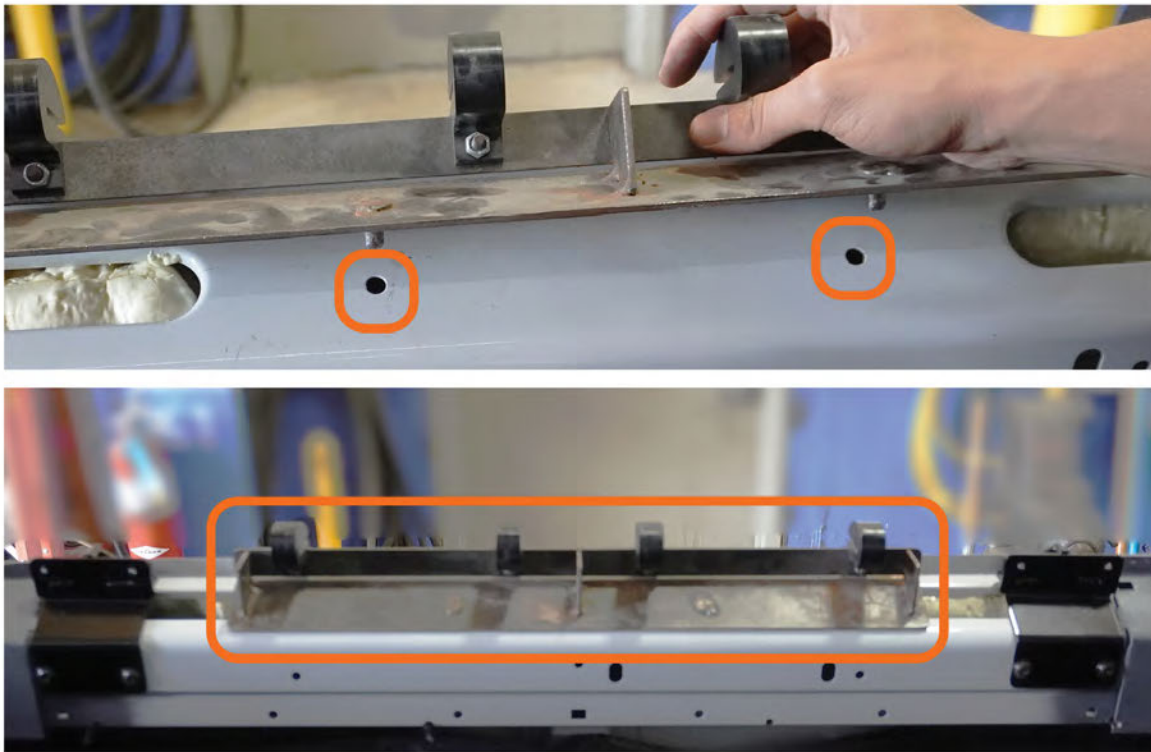
- Once both latch plate assemblies are snugged down, bend the upper alignment tab on each backing plate back and forth until it **snaps off**.
- The tab was only used to align the backing plate with the latch plate; it should be removed so it does not interfere with the window or trim.



Step 4 — Position Fixture 600520A and Window Assembly 600566A

11. Install fixture 600520A.

- Insert fixture 600520A into the two pilot holes provided in the structure.
- 600520A controls placement of the Emergency Exit Window assembly in the vertical (Z) direction.



12. Position the Emergency Exit Window assembly.

- With a second person outside the vehicle holding the Emergency Exit Window assembly (600566A), use fixture 600520A and both latch assemblies (600629A) to position the window in the correct X, Y, and Z location.
- Ensure the window sits evenly in the opening and the latch interfaces properly with the latch plate assemblies.

13. Check latch operation.

- Operate the window handles to confirm they engage and disengage smoothly with the latch hardware, without binding.



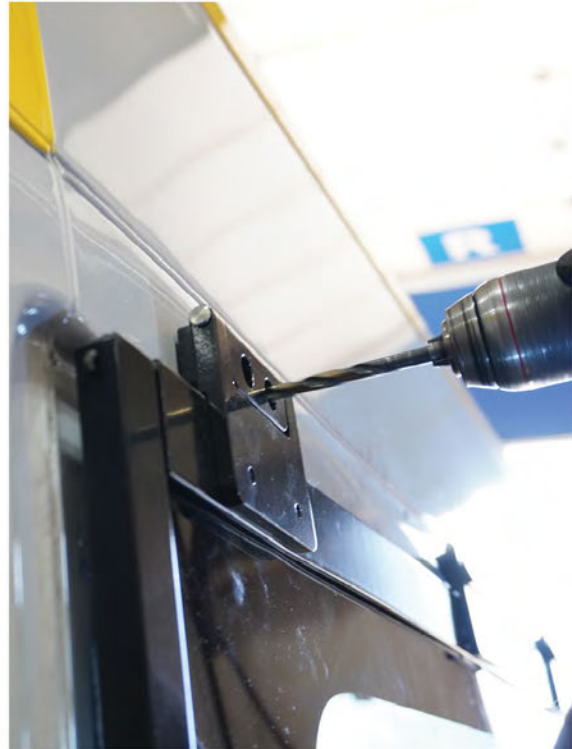
Step 5 — Align and Drill Window Mounting Holes

14. Align window for mounting hole locations.

- While the Emergency Exit Window is latched in the correct position, drill the 8 holes where the window assembly will be fastened to the **exterior** body.

15. Drill 1/4" mounting holes.

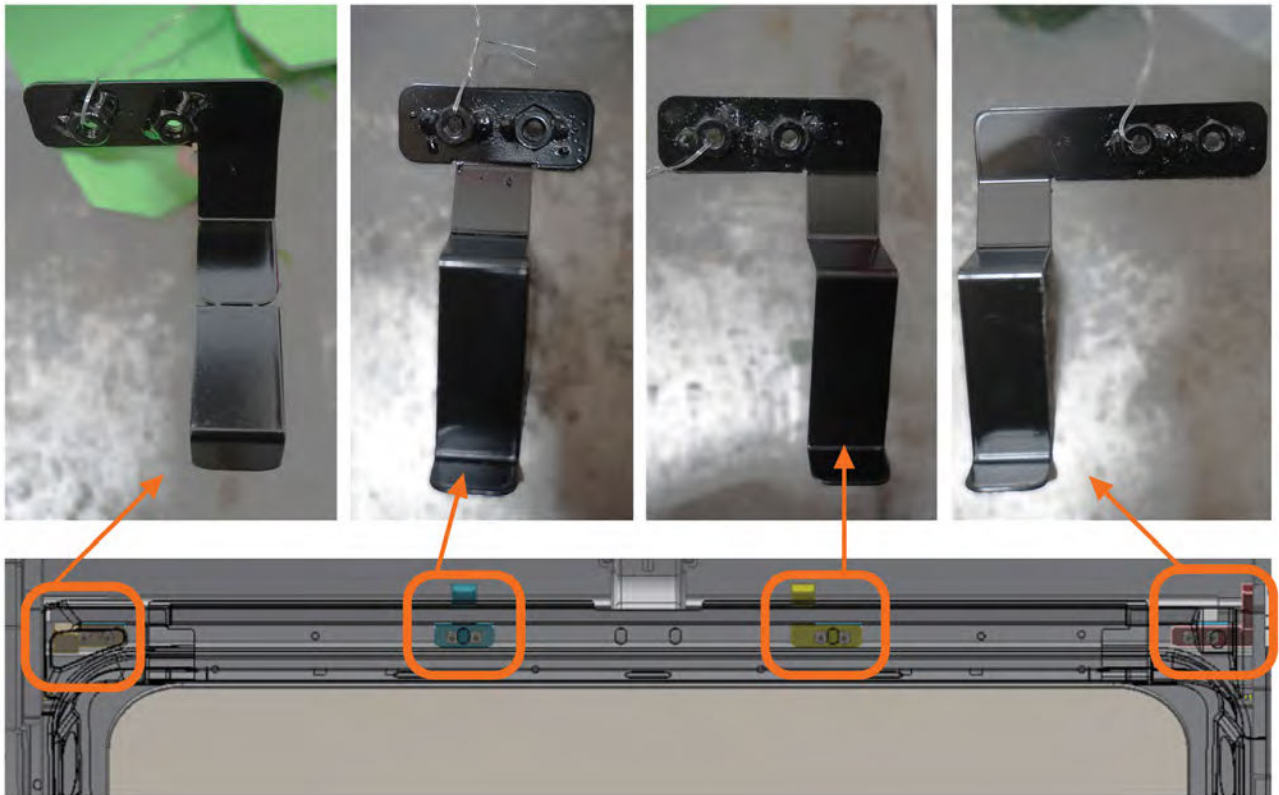
- Using a 1/4" drill bit, drill the 8 holes for the window mounting fasteners.
- Deburr all drilled holes on both sides of the sheet metal.



Step 6 — Install Emergency Exit Window Assembly 600566A

16. Install window with hinge backing plates.

- Position the Emergency Exit Window assembly 600566A in the opening with the help of the outside technician.
- Before installing the hinge fasteners, place the two-hole washer spacer behind each upper hinge plate, between the hinge plate and the vehicle outer skin, aligning the washer holes with the hinge mounting holes.
- From inside the vehicle, install the hinge backing plates as follows while the outside person inserts the 1/4" bolts from the exterior side:



18. Tighten all window mounting fasteners securely.

NOTE: The two-hole washer spacer must be installed behind the hinge plate before tightening the hinge fasteners. This spacer sets the correct stand-off for the hinge and

prevents distortion of the outer skin.

19. Break off tab on 606726WBK.

- After hinge backing plate 606726WBK is installed and tightened, break off the designated tab on the plate.

20. Final latch and handle check.

- Open and close the Emergency Exit Window several times to verify that the handles latch and unlatch correctly and that there is no interference or binding.

Step 7 — Install Weather Seal

20. Install weather seal (602453R144).

- Open the window.
- Install weather seal 602453R144 around the perimeter of the window opening as specified, ensuring a continuous seal.
- Make sure the ends of the seal are located at the **bottom edge** of the opening and meet cleanly.



Step 8 — Trim Lower Interior Panel Around Latch

21. Test-fit lower panel around latch.

- Bring the lower interior panel back toward its installed position and align it near the Emergency Exit Window latch area.
- Identify where the latch and latch hardware interfere with the panel.

22. Trim lower panel.

Position template 611891 against the lower interior panel to mark the cutout around the Emergency Exit Window latch. Using a rotary tool with cutoff wheel, trim the lower panel along the template outline so the panel can seat fully and the latch handle can operate through the opening without interference.

NOTE: Template 611891 defines the exact location and dimensions of the cutout. Do not freehand this cut.

Step 9 — Reconnect Lights and Re-seat Panels

23. Restore operation of the red window lights.

- Reconnect the wiring for the two red lights above the Emergency Exit Window that were cut during removal, using appropriate splicing techniques and connectors per your dealership's electrical standards.
- Verify both lights operate correctly before securing trim panels.

24. Re-seat interior panels.

- Reposition the upper and lower panels that were peeled back earlier and ensure they sit flush against the body.
- Reinstall all retained screws, clips, and scriveners. Replace any damaged clips with suitable replacements as required by your parts department.

Final Verification

Before returning the vehicle to the customer, verify:

- ☐ Vehicle VIN is on the affected list for Recall 26V171.
- ☐ Emergency Exit Window assembly 600566A is securely mounted with all fasteners installed and torqued per procedure.
- ☐ Window handles latch and unlatch smoothly with no binding.
- ☐ Lock block assemblies 600629A and latch plate assemblies 600631WBK and 600636WBK are secure and properly aligned.
- ☐ Hinge backing plates 606723WBK, 606724WBK, 606725WBK, and 606726WBK are installed correctly and the tab on 606726WBK is removed.
- ☐ Weather seal 602453R144 is fully seated around the opening, with the seal ends meeting at the bottom edge.
- ☐ Lower interior panel trim is cut cleanly around the latch, allows full handle travel, and does not contact the handle or hardware.
- ☐ Both red window lights above the Emergency Exit Window function correctly after wiring repair.
- ☐ Upper and lower interior panels are fully seated flush against the body with all screws, clips, and scriveners installed or replaced as needed.

Warranty Claim

File on BAConnect+

Field	Value
Operation	Replacement
Topic 1	WAV
Topic 2	Recall
Topic 3	26V171
Topic 4	Repair
Labor Time	6 hours
