



NUMBER: 23-041-15

GROUP: Body

DATE: November 05, 2015

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-107. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Window Switch Bezels Etched - Clear/White Spots

OVERVIEW:

This bulletin involves replacing the front door power window switch.

MODELS:

2015 (VM) Ram ProMaster City

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA**

NOTE: This bulletin applies to vehicles built on or after March 12, 2015 (MDH 0312XX) and on or before July 08, 2015 (MDH 0708XX).

SYMPTOM/CONDITION:

The customer may describe clear and/or white spots on the front window switch bezels.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	5XY81LXHAA	Switch, Power Window, Left Front. Without 2nd Row Power Windows (Sales Code JPG)
1 (AR)	5XY78LXHAA	Switch, Power Window, Left Front. Equipped with 2nd Row Power Windows (Sales Code JPG)
1 (AR)	5XY76LXHAA	Switch, Power Window, Right Front

REPAIR PROCEDURE:

1. Inspect the front door window switch bezels for clear and/or white spots (Fig. 1).

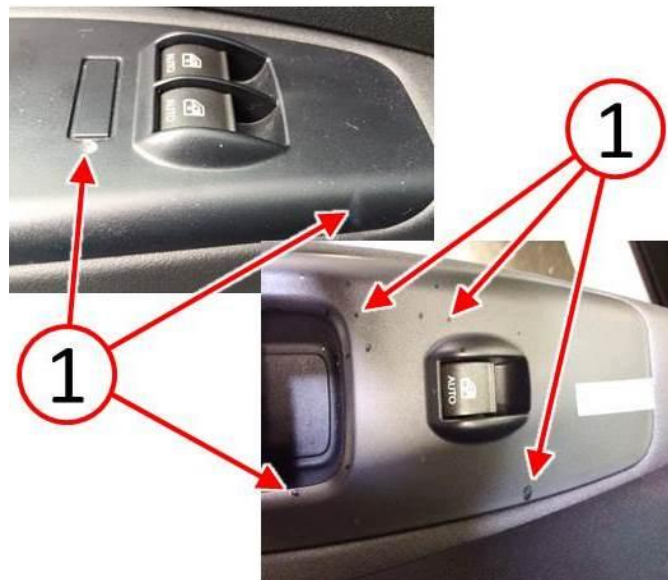


Fig. 1 Inspect For Spots

1 - Clear And/Or White Spots

2. Are clear and/or white spots visible on one or both of the front window switch bezels?
 - a. YES>>> Replace the affected power window switch(es). Continue with the Repair Procedure [Step #3](#).
 - b. NO>>> This bulletin has been completed. Use LOP (08-80-54-91) to close the active RRT.
3. Replace the affected power window switch(es) (Fig. 2). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 08 - Electrical> 8N - Power Systems> Power Windows> Switch, Power Window> Removal and Installation.

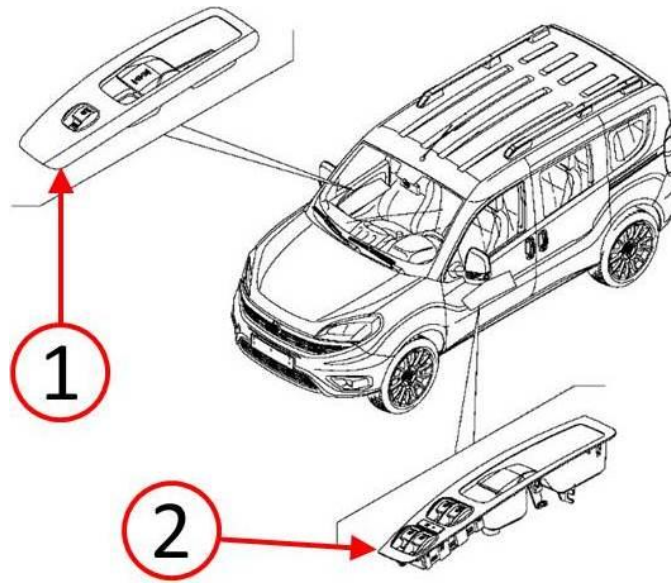


Fig. 2 Front Door Power Window Switches

1 - Switch, Power Window, Right Front

2 - Switch, Power Window, Left Front

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-80-54-91	Inspect Front Window Switch Bezels and/or Replace One Side (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-80-54-92	Inspect Front Window Switch Bezels and/or Replace Both Sides (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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