



NUMBER: 23-004-16 REV. B

GROUP: Body

DATE: August 19, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 23-004-16 REV. A, DATED FEBRUARY 11, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDE ADDITIONAL INFO ADDED TO REPAIR STEP.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-014. 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:

Tailgate Contacting Pickup Box Panel When Closing

OVERVIEW:

This bulletin involves adjusting the passenger side outer box flange.

MODELS:

2015 - 2016

(DS)

Ram 1500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA, LATAM and EMEA.

NOTE: This bulletin applies to vehicles built on or after February 14, 2015 (MDH 0214XX) and on or before October 28, 2015 (MDH 1028XX).

SYMPTOM/CONDITION:

The customer may describe the tailgate making contact with the passenger side outer box panel.

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:

Part No.	Description
MATL	Paint Material Allowance — See LOP for material allowance

REPAIR PROCEDURE:

1. Visually inspect the passenger side of the tailgate for contact with the outer box panel as shown in (Fig. 1).

**Fig. 1 Contact Area**

1 - Contact Area

2. Does the tailgate make contact with the passenger side outer box panel?
 - a. YES>>> Proceed to [Step #3](#).
 - b. NO>>> This bulletin does not apply, use LOP (23-00-25-90) to close the active RRT.
3. Flatten the passenger side outer pickup box sheet metal flange to prevent contact with the tailgate. **Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Body Structure/Gap and Flush/Specifications.**
4. Feather sand the surface area with P500 sandpaper.
5. Which type of basecoat will be used?
 - a. Solvent basecoat >>> proceed to [Step #6](#).
 - b. Waterborne basecoat >>> proceed to [Step #14](#).

Solvent basecoat procedure

6. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin-Williams and Valspar) recommended process for cleaning the surface area.
7. Is bare metal exposed?
 - a. Yes >>> proceed to [Step #8](#).
 - b. No >>> proceed to [Step #11](#).

8. Apply DPLF Epoxy primer or equivalent and allow to flash per the paint suppliers recommendations.
9. Apply DPS305X primer surfacer or equivalent and sand flat after it has cured with P500 sandpaper.
10. Clean the paint surface area per the paint suppliers recommendations.
11. Apply DAS302X sealer or equivalent.
12. Apply DBC basecoat with DX57 hardener or equivalent.
13. Apply DC4000 clearcoat or equivalent. Repair complete.

Waterborne basecoat procedure

14. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin-Williams and Valspar) recommended process for cleaning the surface area.
15. Is bare metal exposed?
 - a. Yes >>> proceed to [Step #16](#).
 - b. No >>> proceed to [Step #19](#).
16. Apply SX1071 Etch primer or equivalent and allow to flash per the paint suppliers recommendations.
17. Apply ECP1X primer surfacer or equivalent and sand flat after it has cured with P500 sandpaper.
18. Clean the paint surface area per the paint suppliers recommendations.
19. Apply ECS2X sealer or equivalent.
20. Apply EHP basecoat with T492 and T581 hardener or equivalent.
21. Apply DC4000 clearcoat or equivalent. Repair Complete.

POLICY:

Reimbursable within the provisions of the warranty.

This repair will not require digital imaging preauthorization.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-00-25-90	Inspection Only (0 - Introduction)	12 - Body Repair	0.2 Hrs.
23-70-37-90	Tailgate/Ram Box, One side - Refinish Monotone or Two Tone Color Material Allowance \$91.97 Includes Paint Prep Labor Time (0 - Introduction)	12 - Body Repair	3.1 Hrs.

FAILURE CODE:

ZZ	Service Action
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