



NUMBER: 23-017-16

GROUP: Body

DATE: April 19, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-030. 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:

Roof Damage Repair

OVERVIEW:

This bulletin involves identifying and repairing scratches in the paint on left side of roof.

MODELS:

2016	(DX)	Ram Truck (Mexico)
2016	(DD)	Ram 3500 Cab Chassis
2016	(DS)	Ram 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after December 17, 2015 (MDH 1217XX) and on or before December 18, 2015 (MDH 1218XX).

SYMPTOM/CONDITION:

The customer may describe scratches on the driver's side of roof.

DIAGNOSIS:

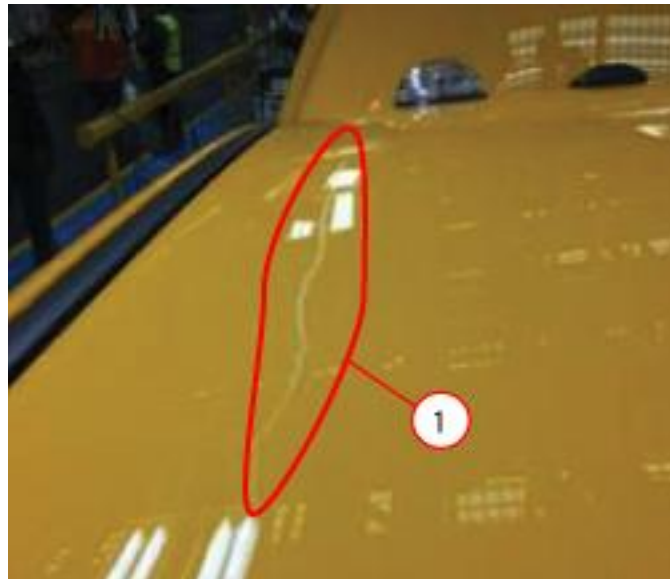
If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68289840AA	Molding, Roof Right
1	68289841AA	Molding, Roof Left
AR	MATL	Paint Material Allowance - See LOP for material allowance

REPAIR PROCEDURE:

1. Visually inspect the driver's side of roof approximately 10 cm (4 in.) to the right of the ditch molding, for scratches running from front to back(Fig. 1).

**Fig. 1 Roof Scratches**

1 - Inspect For Scratches

2. Are there scratches on the roof?
 - a. YES>>> Proceed to [Step #3](#).
 - b. NO>>> This bulletin does not apply, use LOP (23-60-41-92) to close the active RRT.
3. Remove roof moldings on both sides of roof.
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 #10](#).

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. Apply DAS302X sealer or equivalent.
8. Apply DBC basecoat with DX57 hardener or equivalent.

9. Apply DC4000 clearcoat or equivalent. Proceed to [Step #14](#).

Waterborne basecoat procedure

- 10. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin-Williams and Valspar) recommended process for cleaning the surface area.
- 11. Apply ECS2X sealer or equivalent.
- 12. Apply EHP basecoat with T492 and T581 hardener or equivalent.
- 13. Apply DC4000 clearcoat or equivalent.
- 14. Install new roof moldings on both sides of roof. 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
23-60-41-92	Inspection Only (0 - Introduction)	12 - Body Repair	0.2 Hrs.
23-60-41-93	Roof, One side - Refinish (2 - Skilled)	12 - Body Repair	4.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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