



**NUMBER:** 23-007-16

**GROUP:** Body

**DATE:** February 17, 2016

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-019. 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:***

Water Entering Passenger Side Floor Area

***OVERVIEW:***

This bulletin involves applying sealant between the aperture and cowl to repair a water leak.

***MODELS:***

2016 (DS) RAM 1500 Pickup

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

**NOTE: This bulletin applies to DS vehicles built on or after December 13, 2015 (MDH 1213XX) to January 15, 2016 (MDH 0115XX).**

***SYMPTOM/CONDITION:***

The customer may experience wet carpet in the right front footwell. This condition may be due to an insufficient adhesive bead between the aperture and cowl side.

***DIAGNOSIS:***

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

1. Remove the passenger side front cowl trim. Refer to the detailed service procedures available in DealerCONNECT > TechCONNECT > Service Info > Body > Interior > PANEL, Cowl Trim > Removal.
2. Pull carpet inboard to expose potential leak area.
3. With a garden hose, introduce high volume low pressure water flow under the hood into the cowl screen grille for 5 minutes. Direct the water outboard through the cowl screen opening.
4. Inspect the passenger side floor pan for any trace of water.
5. Is water leaking inside the vehicle while performing the water leak test?

- a. YES>>> Proceed to Repair procedure.
- b. NO>>> Water is not entering the vehicle. This bulletin has been completed, use LOP (23-50-01-9H) to close the active RRT.

**PARTS REQUIRED:**

Qty.	Part No.	Description
(AR)	NPN	Kent High-Tech Seam Sealer Clear Item# P10200 or Equivalent

**NOTE: Each tube will service three vehicles.**

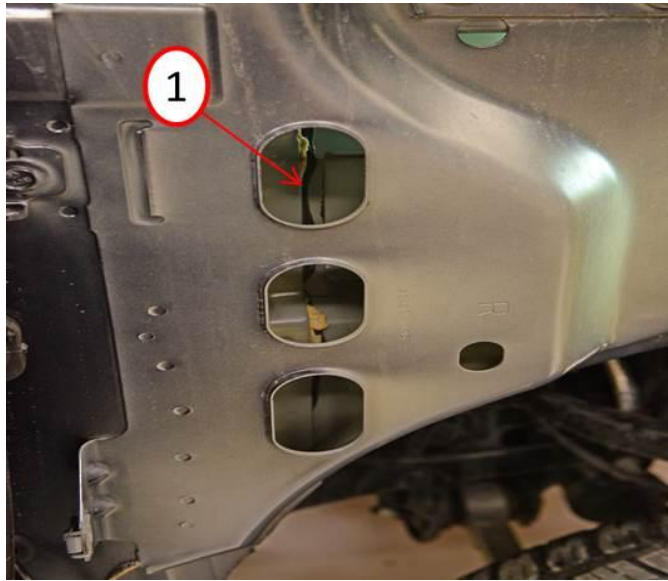
**REPAIR PROCEDURE:**

1. Remove the passenger front fender ([Fig. 1](#)). Refer to the detailed service procedures available in DealerCONNECT > TechCONNECT > Service Info > Body > Exterior > FENDER, Front > Removal.



**Fig. 1 Fender Removed**

2. Locate the seam between the aperture and cowl through the three access holes (Fig. 2).

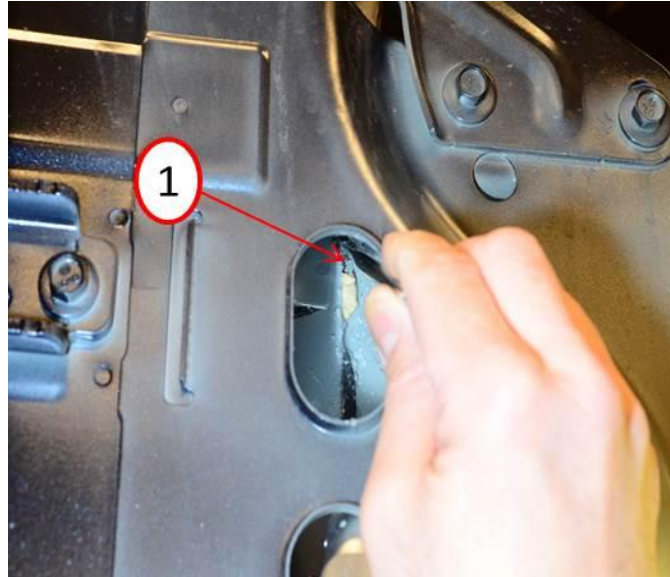


***Fig. 2 Seam To Be Repaired***

1 - Seam

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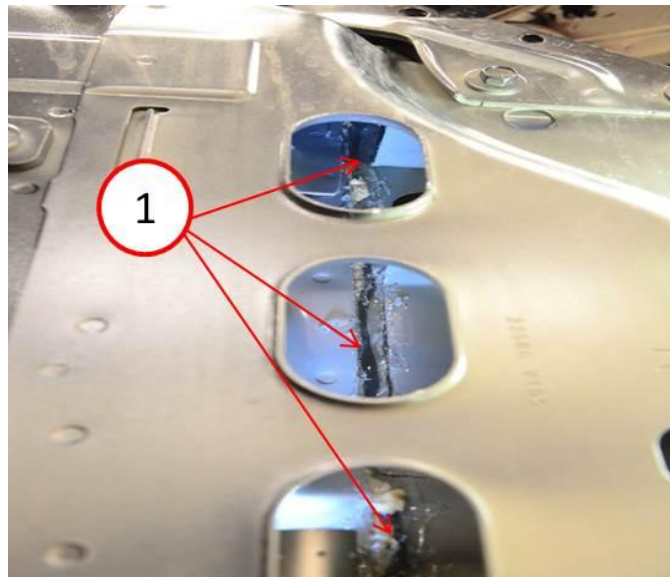
3. Apply clear air dry sealant (Kent High-Tech Seam Sealer). Using a brush (Fig. 3) seal the seam completely from top to bottom (Fig. 4) and allow to fully dry per the manufacturer's directions .



**Fig. 3 Applying Sealant**

1 - Brushing on sealant

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**Fig. 4 Applied Sealant**

1 - Top to bottom sealant needs to be applied

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4. With a garden hose, introduce high volume low pressure water flow under the hood into the cowl screen grille for 5 minutes. Direct the water outboard through the cowl screen opening.
5. Inspect the passenger side floor pan area for any trace of water.
6. Is water leaking inside the vehicle while performing the water leak test?
  - a. YES>>> Repeat [Step #3](#) in as needed.
  - b. NO>>> Proceed to [Step #7](#).
7. Install the passenger side cowl trim. Refer to the detailed service procedures available in DealerCONNECT > TechCONNECT > Service Info > Body > Interior > Panel, Cowl Trim > Installation.
8. Install the passenger front fender. Refer to the detailed service procedures available in DealerCONNECT > TechCONNECT > Service Info > Body > Exterior > Fender, Front > Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-50-01-9H	Perform Water Leak Test at Passenger Side Aperture to Cowl Side - Inspect (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-50-01-9J	Perform Water Leak Test at Passenger Side Aperture to Cowl Side - Inspect and Reseal (2 - Skilled)	6 - Electrical and Body Systems	1.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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