

**NUMBER:** 23-010-16

**GROUP:** Body

**DATE:** March 02, 2016

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 23-027-15, DATED JUNE 20, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE UPDATED OVERVIEW.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-071. 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:***

Rear Door Rattle Noise

***OVERVIEW:***

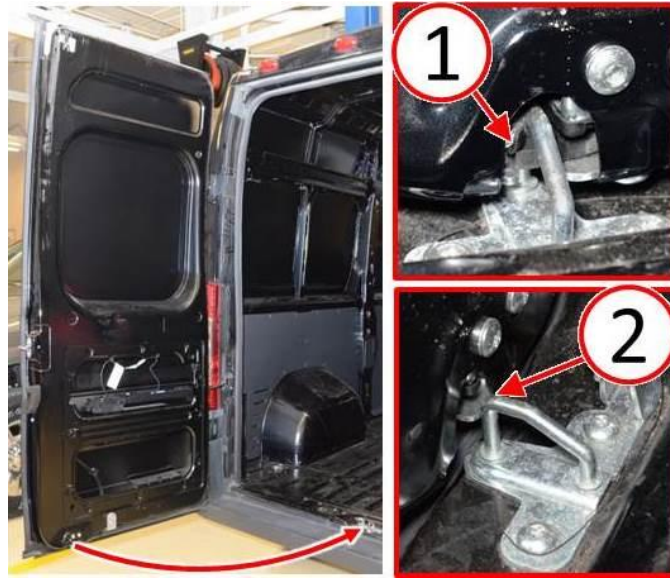
**\*\*This bulletin involves replacing the left rear door upper and lower latches and the rear door center striker.\*\***

***MODELS:***

2014	(VF)	Ram Pro Master (NAFTA)
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***SYMPTOM/CONDITION:***

The customer may describe a rear door rattle noise and/or a rear door lower latch not working properly. An example of a properly functioning latch (1) and malfunctioning latch (2) are shown in (Fig. 1).



**Fig. 1 Left Rear Door Lower Latch**

1 - Proper Latch Operation - Latch Fully Engaged With Door Closed

2 - Latch Malfunction - Latch Not Engaged With Door Closed

**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, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	68226085AB	Latch, Cargo Door, Left, Upper (Body 11, 12, 52) H1 Cargo Van
1 (AR)	68226086AB	Latch, Cargo Door, Right, Upper (Body 11, 12, 52) H1 Cargo Van
1 (AR)	68226087AB	Latch, Cargo Door, Left, Upper (Body 13,16,17, 26, 53, 56) H2 Cargo Van
1 (AR)	68226088AB	Latch, Cargo Door, Right, Upper (Body 13,16,17, 26, 53, 56) H2 Cargo Van
1	68226089AC	Latch, Cargo Door, Lower
1	68232446AA	Striker, Door, Latch, Center
2	68201888AA	Screw, Torx, M8x1.25x23, Striker To Door

**REPAIR PROCEDURE:**

1. Replace both right and left rear door upper latches. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Doors - Rear> Latch, Door, Rear Upper> Removal/Installation.
2. Replace the rear door lower latch. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Doors - Rear> Latch, Door, Rear Lower> Removal/Installation.
3. Replace the rear door center latch striker and fasteners. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Doors - Rear> Striker, Door Latch> Center> Removal/Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-41-01-9H	Replace Center Striker, Upper And Lower Latches (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.8 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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