



**NUMBER:** 23-001-16 REV. D

**GROUP:** Body

**DATE:** April 19, 2016

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 23-001-16 REV. C, DATED MARCH 04, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES ADDITIONAL VEHICLES.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-011. 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:**

Center Console Lid Binding

**OVERVIEW:**

This bulletin involves adding a rubber bumper to the console lid to prevent the lid from binding.

**MODELS:**

**2015-2016	(D2)	Ram 3500 Pickup
2015-2016	(DD)	Ram 3500 Cab Chassis
2015-2016	(DP)	Ram 4500/5500 Cab Chassis
2015-2016	(DX)	Ram Truck (Mexico)
2016	(DF)	Ram 3500 10K lb Cab Chassis**
2015-2016	(DS)	Ram 1500 Pickup
2015-2016	(DJ)	Ram 2500 Pickup

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

**NOTE: \*\*This bulletin applies to D2 vehicles built on or after April 18, 2015 (MDH 0418XX) and on or before October 06, 2015 (MDH 1006XX) equipped with a Floor Console (Sales Codes CM5, CUF, CUP and CVT).**

**NOTE: This bulletin applies to DD vehicles built on or after April 20, 2015 (MDH 0420XX) and on or before October 06, 2015 (MDH 1006XX) equipped with a Floor Console (Sales Codes CM5, CUF, CUP and CVT).**

**NOTE: This bulletin applies to DF vehicles built on or after April 24, 2015 (MDH 0424XX) and on or before September 05, 2015 (MDH 0905XX) equipped with a Floor Console (Sales Codes CM5, CUF, CUP and CVT).**

**NOTE: This bulletin applies to DP vehicles built on or after April 21, 2015 (MDH 0421XX) and on or before October 06, 2015 (MDH 10067XX) equipped with a Floor Console (Sales Codes CM5, CUF, CUP and CVT).**

**NOTE: This bulletin applies to DX vehicles built on or after April 18, 2015 (MDH 0418XX) and on or before October 06, 2015 (MDH 1006XX) equipped with a Floor Console (Sales Codes CM5, CUF, CUP and CVT).\*\***

**NOTE: This bulletin applies to DS vehicles built on or after April 05, 2015 (MDH 0405XX) and on or before October 07, 2015 (MDH 1007XX) equipped with a Floor Console (Sales Codes CM5, CUF, CUP and CVT).**

**NOTE: This bulletin applies to DJ vehicles built on or after April 17, 2015 (MDH 0417XX) and on or before October 07, 2015 (MDH 1007XX) equipped with a Floor Console (Sales Codes CM5, CUF, CUP and CVT).**

***SYMPTOM/CONDITION:***

The customer may describe a binding or audible clicking condition when the center console lid is being opened or 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 listed above, replace the console lid under normal warranty process and procedures. Do not attempt to fix a console lid that has an existing binding condition by adding the bumper.

***PARTS REQUIRED:***

Qty.	Part No.	Description
1	68315574AA	Bumper Kit, Rubber

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

C-4755	Trim Stick
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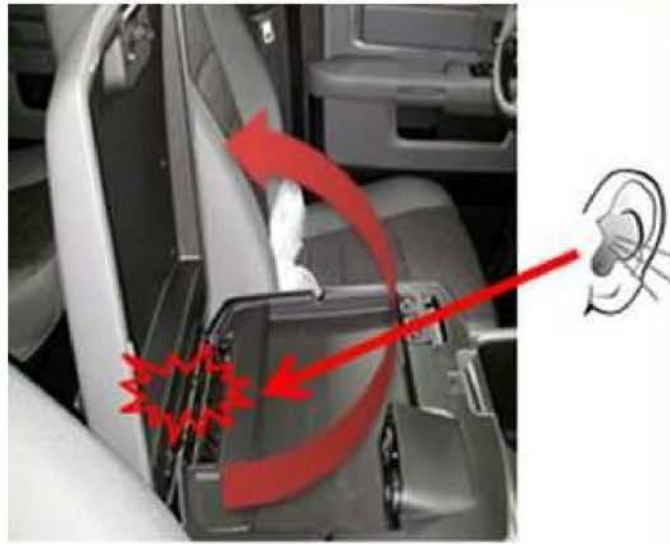
**REPAIR PROCEDURE:**

1. Locate the center console inside the vehicle.
2. Slowly open the upper lid of the center console while checking the gap between the bottom of the upper lid and the top of the lower lid for rubbing together as shown in (Fig. 1).



**Fig. 1 Check Lid For Rubbing**

3. Check the rear of the upper lid hinge for binding or an audible clicking as shown in (Fig. 2).



**Fig. 2 Checking Lid Noise**

4. Repeat [Step #2](#) three times by fully opening and closing the upper lid until completely latched.
5. Does the center console upper lid indicate binding, hesitation or an audible clicking at the rear of the lid to the lower console?
  - a. YES >>> This bulletin does not apply. Use the Inspection LOP (23-14-15-92) to close the active RRT. Replace the console armrest in accordance with Service Information under normal warranty process and procedures.
  - b. NO >>> Continue with the Repair Procedure in [Step #6](#).
6. Move either the driver or passenger seat all the way forward in the vehicle.
7. If equipped, open a rear door.

- Using trim stick tool C-4755, remove the rear panel from the back of the console as shown in (Fig. 3).



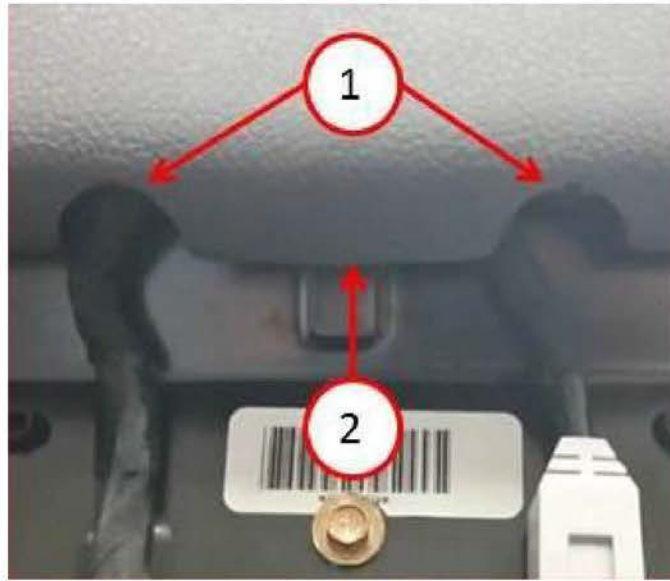
***Fig. 3 Rear Console Panel***

- Using the bumper kit, remove the tail as shown in (Fig. 4).



***Fig. 4 Bumper***

10. At the rear of the center console wall on the lower lid, identify the two notches as shown in (Fig. 5).



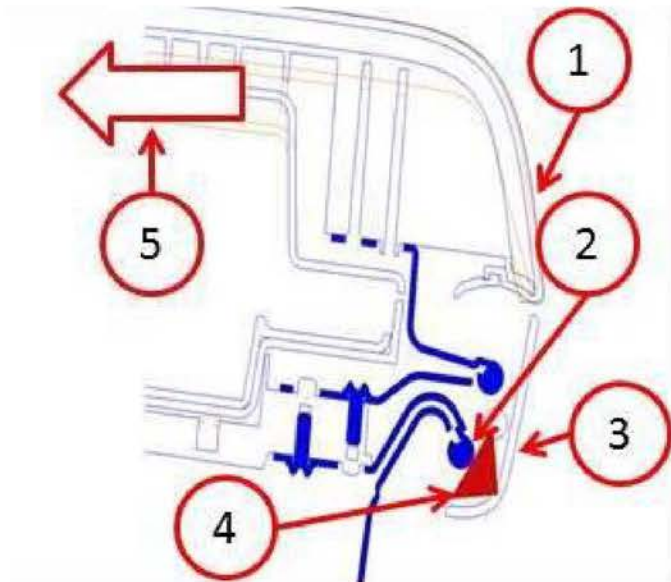
***Fig. 5 Bumper Location***

1 - Notches

2 - Location Of Bumper Installation

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11. At the center of the console wall on the lower lid (as noted in the previous step), insert the bumper where the red triangle is shown. It will take some effort to push the bumper in flush with the edge of the lower lid as shown in (Fig. 6) and (Fig. 7).



**Fig. 6 Bumper Installation**

- 1 - Rear Of The Center Console
  - 2 - Hinge
  - 3 - Lower Lid
  - 4 - Bumper
  - 5 - Front Of The Console
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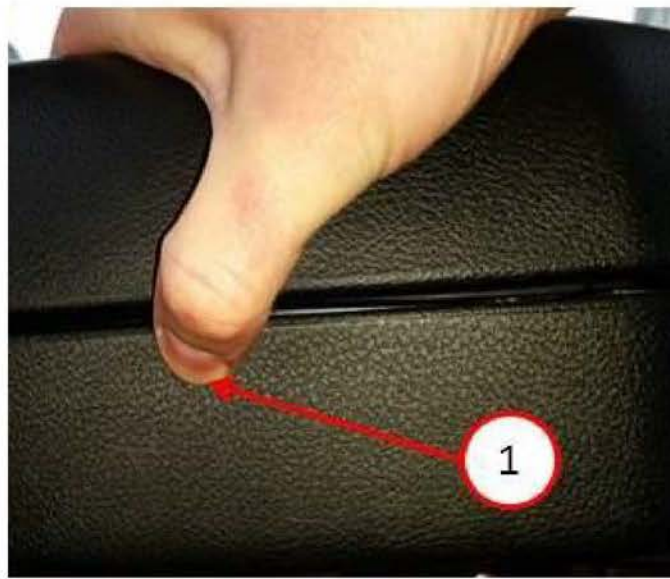


***Fig. 7 Bumper Being Installed***

1 - Bumper

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12. To assist the installation of the bumper, press the back wall of the lower lid to relieve some tension while inserting the bumper as shown in (Fig. 8).

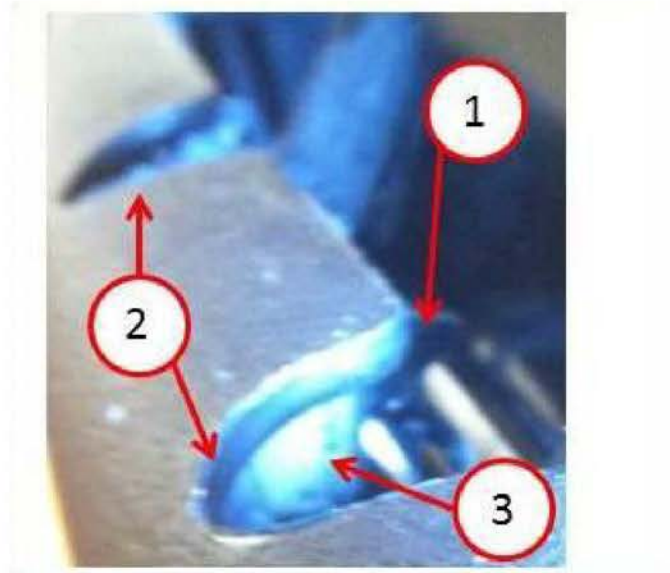


***Fig. 8 Bumper Installation Continued***

1 - Press The Back Wall

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13. Visually inspect the area of repair that the bumper is installed as shown in (Fig. 9).



**Fig. 9 Bumper Installed**

- 1 - Metal Tab On The Lower Lid Hinge
- 2 - Notches
- 3 - Bumper Installed

- 14. Reinstall the rear panel. Confirm the panel is fully seated and all clips are engaged.
- 15. Confirm the repair by slowly opening the upper lid of the center console while moving the upper lid side to side/back and forth check the rear of the upper lid hinge for binding, hesitation or an audible clicking.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-14-15-92	Inspection Only (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-14-15-93	Rubber Bumper, Install (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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