



NUMBER: 23-040-17

GROUP: 23 - Body

DATE: September 2, 2017

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SUBJECT:

Gap at Center Stack at the Instrument Panel

OVERVIEW:

This bulletin involves rework to the center stack trim at the instrument panel.

MODELS:

2016 - 2017	(D2)	RAM 3500 Pickup
2016 - 2017	(DD)	RAM 3500 Cab Chassis
2016 - 2017	(DF)	RAM 3500 <10K LB Cab Chassis
2016 - 2017	(DJ)	RAM 2500 Pickup
2016 - 2017	(DP)	RAM 4500/5500 Cab Chassis
2016 - 2017	(DS)	RAM 1500 Pickup
2016 - 2017	(DX)	RAM Truck (Mexico)

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

NOTE: This bulletin applies to vehicles built on or before September 01, 2017 (MDH 0901XX) without Instrument Panel Parts Module (Sales Code X81), Full Length Upgraded Floor Console (Sales Code CUP) and Full Length Premium Upgraded Floor Console (Sales Code CVT)..

SYMPTOM/CONDITION:

The customer may notice a large gap where the center stack meets the instrument panel (Fig. 1) .



Fig. 1
Gap at Center Stack Trim

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Remove the center stack trim from the instrument panel. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Instrument Panel/Bezel, Instrument Panel, Center/Removal.
2. After the trim piece is removed use a sharp knife or equivalent to remove 1 mm (.039 in) from the trim stand off ribs on clip towers (Fig. 2) .

NOTE: There will be four ribs on the lower clip towers and two ribs on the lower side clip towers.

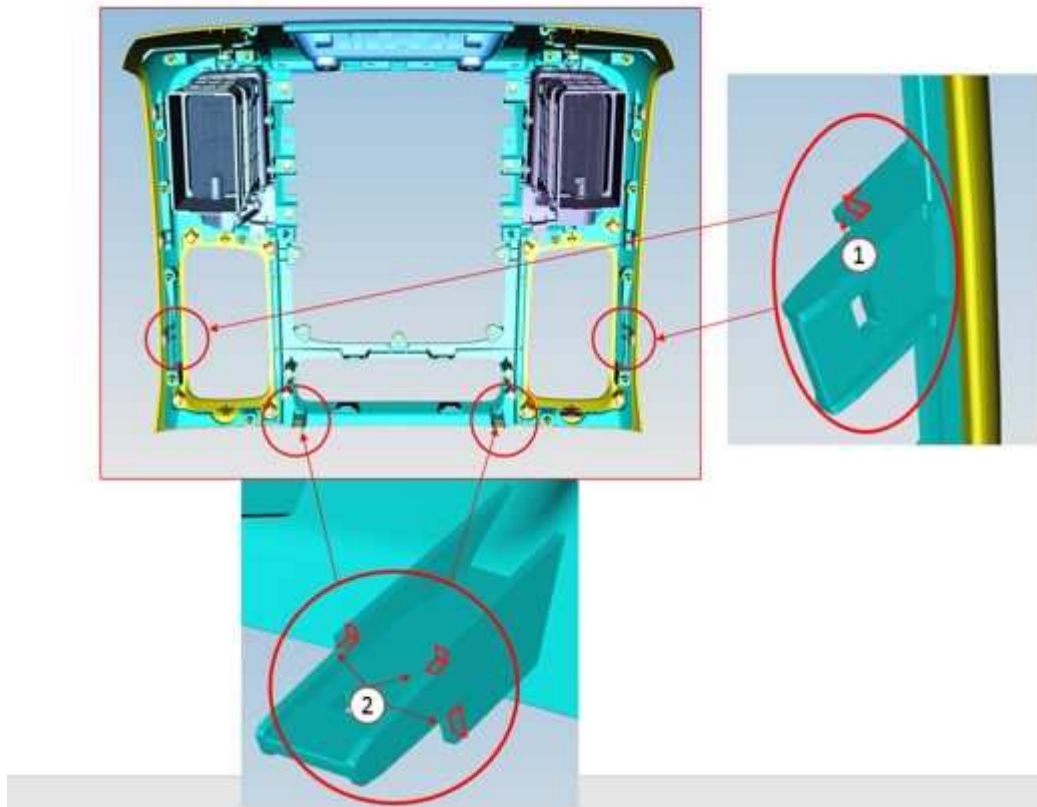


Fig. 2
Trim Locations on Center Stack Trim

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- 1 - Ribs on the lower 2 Clip Towers Four to be Trimmed on Each Clip
 - 2 - Ribs on the lower side 2 Clip Towers Two to be Trimmed on Each Clip

3. Install the center stack trim to the instrument panel. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Instrument Panel/Bezel, Instrument Panel, Center/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-11-23-94	Center Stack Trim - Rework (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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