



NUMBER: 23-034-17 REV. A

GROUP: 23 - Body

DATE: September 9, 2017

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SUBJECT:

Clicking Noise When Opening/Closing Power Sliding Backlite

OVERVIEW:

This bulletin involves identifying a clicking noise coming from the power sliding backlite center glass and replacing the backlite cable assembly.

MODELS:

2017 (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 January 17, 2017 (MDH 0117XX) and on or before April 05, 2017 (MDH 0405XX) equipped with Rear Power Sliding Window (Sales Code GFE).

SYMPTOM/CONDITION:

The customer may describe a noise when opening and/or closing the backlite center glass. The noise is described as clicking, popping, or ticking.

DIAGNOSIS:

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

1. In a low noise environment, cycle the backlite center glass from the inside of the vehicle. The noise can be heard from the driver's side inside the cabin of the vehicle.
2. Was there a noise coming from the driver's side of the backlite?
 - YES >>> Continue with [Step 1](#) of the Repair Procedure.
 - NO >>> This Bulletin does not apply. Normal diagnosis should be performed.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68054772AB	Cable Assembly
1	**04467709AB**	Bond-All Gel

REPAIR PROCEDURE:

1. Remove the rear seat. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 Body/ Seats/Seat, Rear/Removal.
2. Remove the lower "C" pillar trim panel. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 Body/ Interior/Panel, C-Pillar Trim, Lower/Removal
3. Remove the cab back panel covers. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 Body/ Interior/Panel, Cab Back Trim/Removal.
4. Replace the power sliding backlight cable assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 Body/ Stationary Glass/Regulator, Backlite Glass/Removal. There is a short video in the service manual procedure showing how to perform repair.

NOTE: When removing backlite ribbon shield, be careful not to damage defroster connectors on right side of shield (Fig. 1) .



Fig. 1

Use Trim Stick to Remove Ribbon Cable Shield

1 Backlite Ribbon Cable Shield

CAUTION! After removing ribbon cable shielding, position shield out of the way and secure with tape or equivalent to prevent stress and possible breakage of ribbon cable (Fig. 2) .

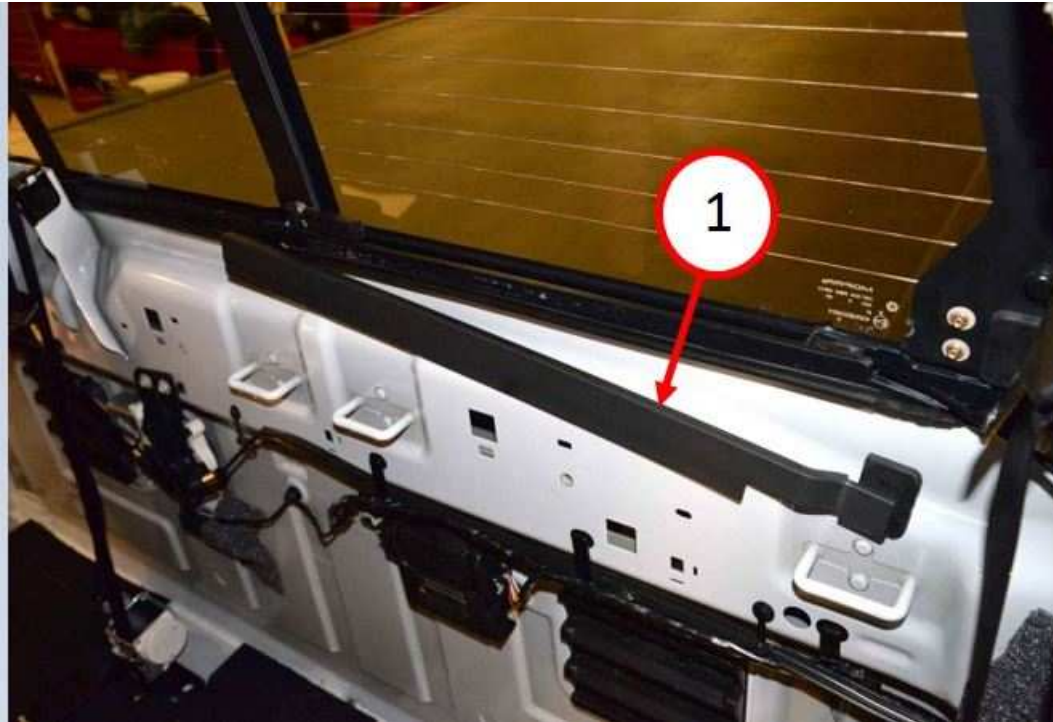


Fig. 2
Ribbon Cable Shield

1 - Support and Secure Ribbon Cable Shield After Removal

NOTE: Backlite cable retainer clips are glued into place. Be careful to not damage lower channel when removing cable retainers (Fig. 3) .

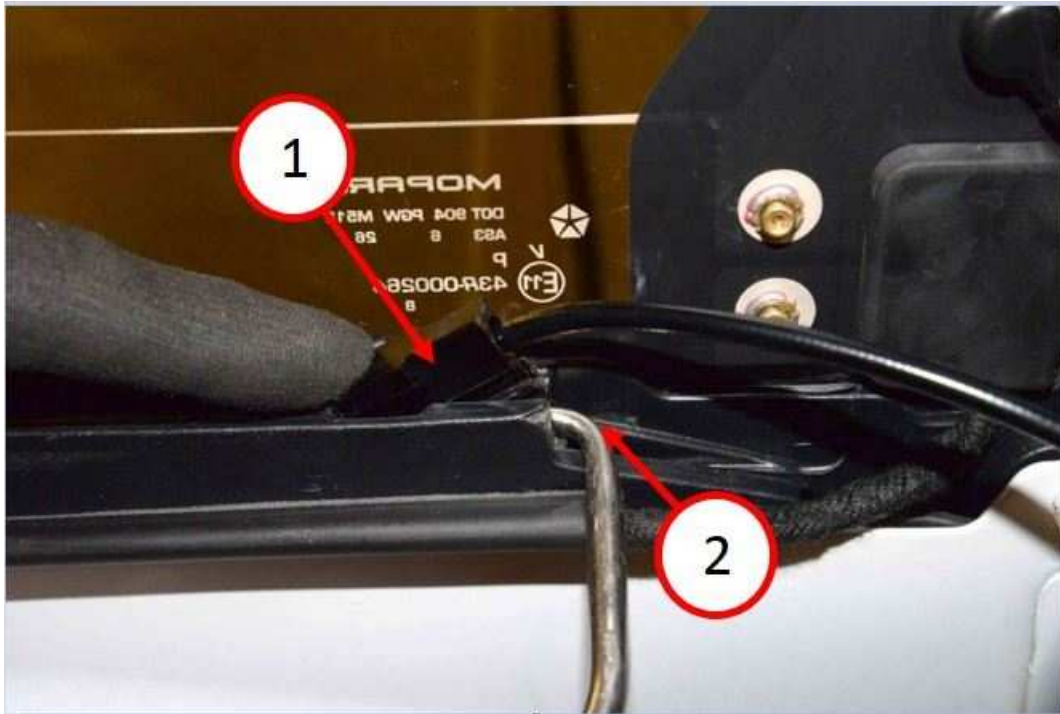


Fig. 3

Remove the Backlite Cable Retainer

- 1 - Backlite Cable Retainer
- 2 - Hook Tool Inserted Between Cable Retainer and Lower Channel

5. Install the new power sliding backlight cable assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 Body/ Stationary Glass/Regulator, Backlite Glass/Installation.

NOTE: Use the bond-all glue to hold the backlite regulator cable clips into place.

- 6. Reinstall the back cab panel covers. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 Body/ Interior/Panel, Cab Back Trim/Installation.
- 7. Reinstall the lower "C" pillar trim panel. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 Body/ Interior/Panel, Cab Back Trim/Installation.
- 8. Reinstall the rear seat. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 Body/ Seats/Seat, Rear/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-35-01-90	Backlite Cable and Motor Assembly, Replace (1 Semi-Skilled)	6 - Electrical and Body Systems	1.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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