



NUMBER: 23-045-17

GROUP: 23 - Body

DATE: October 12, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-097. ALL APPLICABLE UNSOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UNSOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Incorrect Tint on Backlite Glass

OVERVIEW:

This bulletin involves replacing the rear backlite glass.

MODELS:

2017 (DS) RAM 1500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: EMEA/(Middle East only).

NOTE: This bulletin applies to vehicles built on or before May 04, 2017 (MDH 0504XX) equipped with Clear Tinted Glass All Windows (Sales Code GAD).

SYMPTOM/CONDITION:

The vehicle was built with tinted glass in the rear backlite. The rear sliding backlite should have clear glass installed.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68102411AA	Sliding Glass Seal Kit
1	68360262AA	Rear Backlite Glass

REPAIR PROCEDURE:

1. Replace the sliding backlite glass. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Stationary Glass/Backlite, Sliding/Removal/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-32-93	Backlite Glass Assembly, Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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