



NUMBER: 23-015-19

GROUP: 23 - Body

DATE: May 10, 2019

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-039, dated May 10, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:

Tailgate Does Not Open Smoothly

OVERVIEW:

This bulletin involves inspecting and if necessary replacing the tailgate damper strut.

MODELS:

2019	(D2)	RAM 3500 Pickup
2019	(DJ)	RAM 2500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after January 08, 2019 (MDH 0108XX) and on or before March 08, 2019 (MDH 0308XX) equipped with Dampened Tailgate (Sales Code MWD).

SYMPTOM/CONDITION:

Customer may comment that the tailgate does not have a smooth operation when opening, just before the tailgate is fully opened it has a sudden drop or makes popping noise.

DIAGNOSIS:

1. Fully open and close the tailgate and check for a smooth tailgate operation. Repeat this step five times.
2. Does the tailgate open and close smoothly after five times?
 - YES>>> This bulletin has been completed, use inspect LOP (23-40-29-94) to close the active RRT.
 - NO>>> Proceed to [Step 1](#) of the Repair Procedure.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68362518AA	Strut, Damper

REPAIR PROCEDURE:

1. Remove and replace the strut damper on the tailgate. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 23 - Body / Decklid/Hatch/ Liftgate/Tailgate/Swing Gate / Prop, Gas / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-40-29-94	Tailgate Damper Strut Assembly, Inspect Operation (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-40-29-95	Tailgate Damper Strut Assembly, Inspect and Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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