



NUMBER: 23-029-19

GROUP: 23 - Body

DATE: October 9, 2019

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-070, dated October 09, 2019. All applicable Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library.

SUBJECT:

Rear Windows Squeaks or Binds When Closing

OVERVIEW:

This bulletin involves inspecting the rear window run channel seal and replacement if required.

MODELS:

2019 (DT) RAM 1500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: North America and EMEA.

NOTE: This bulletin applies to vehicles built on or after March 13, 2019 (MDH 0313XX) and built on or before March 19, 2019 (MDH 0319XX) equipped with Crew Cab (Sales Code 5AX).

SYMPTOM/CONDITION:

The customer may notice when closing the rear (one or both) windows:

- One or both may bind when closing.
- Squeak/squeal noise when closing.
- Pinched or rolled seal.
- Wind noise when driving.

DIAGNOSIS:

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)	68285724AF	Right Rear Door Glass Run Seal (Crew Cab)
1 (AR)	68285725AF	Left Rear Door Glass Run Seal (Crew Cab)

REPAIR PROCEDURE:

NOTE: Inspect for slip coat layer on rear driver and passenger door seals, check for slippery texture on the inside of the rear part of the door seal. This condition only happens to the rear channel of the rear window seal. (Fig. 1) .

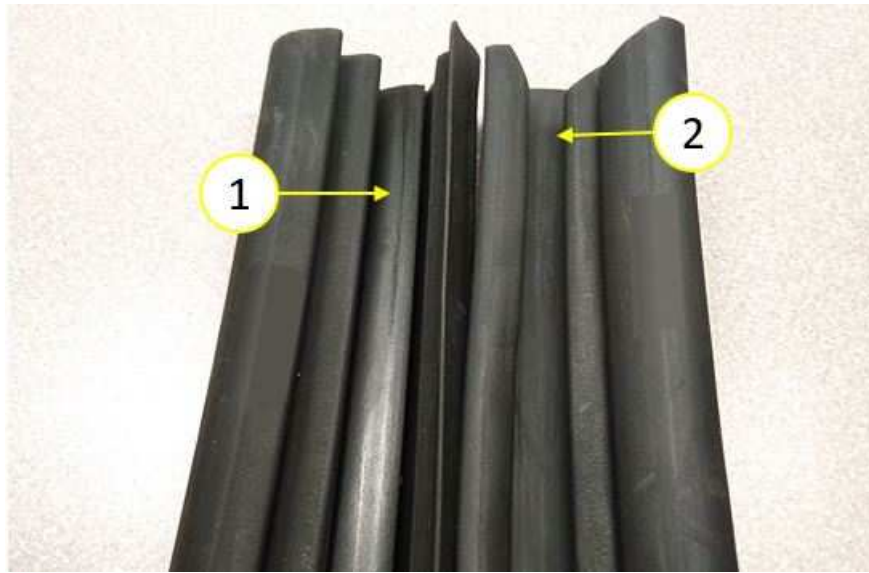


Fig. 1
Good and Bad Run Channel Seals

- 1 - Hard slippery surface, Good.
2 - Soft non slippery surface, Bad.
-

1. Open (lower) both rear door windows and inspect the rear channel of the rear seal. Compare the rear channel to the known good front channel seal, (Fig. 2) .



Fig. 2
Location Of Inspection Area

- 1 - Inspect this area for none slippery surface.
2 - Compare the known good side of the seal with the rear.
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2. Pull a small section of the seal out of the run channel, (Fig. 3) .



Fig. 3
Inspection Area

3. Rub the bottom of the run channel seal, both rear doors, (Fig. 4) .

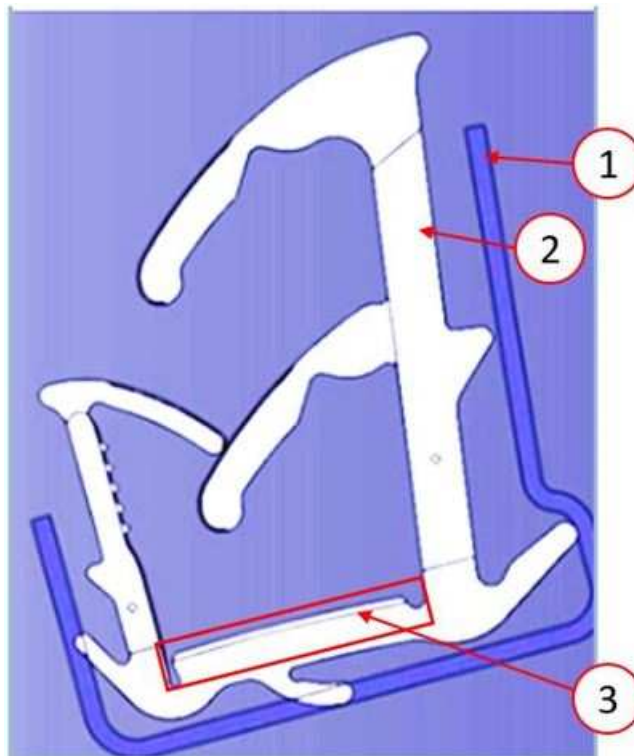


Fig. 4
Run Channel and Seal

- 1 - Door run channel.
 - 2 - Run channel seal.
 - 3 - Inspection area for slippery surface.
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4. Was the (both doors) run channel seal hard and slippery ?
- YES>>> This bulletin has been completed, use inspect LOP (23-33-20-9Q) to close the active RRT.
 - NO>>> Replace the run channel seal(s) on the side with the non-slippery seal(s). Proceed to [Step 5](#).
5. Pull the run channel seal(s) out of the window frame run channel, ([Fig. 5](#)) .



Fig. 5
Window frame Run Channel

6. Pull the remaining part of the run channel seal up and out of the door, ([Fig. 6](#))



Fig. 6
Lower Part of the Run Channel Seal

7. Lube the new run channel seal(s) with soapy water.
8. Push the ends of the new run channel seal into the lower part of the door, ([Fig. 6](#)) .
9. Now push the upper part of the run channel seal into the window frame run channel, ([Fig. 5](#)) .

NOTE: A trim stick may be needed to help properly seat the new run channel seal into the run channel.

10. Open and close the window checking for proper window and run channel seal operation.
11. Wash the window(s) before returning it to stock/customer.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-33-20-9Q	Seal, Doors Glass Run - Inspect Both Rear Door Seals For Proper Texture (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-33-20-9R	Seal, Doors Glass Run - Inspect Both Rear Door Seals and Replace (One Side) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
23-33-20-9S	Seal, Doors Glass Run - Inspect Both Rear Door Seals and Replace (Both Side) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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