SERVICE BULLETIN

SUBJECT:
Tailgate Cable Has Excessive Slack or is Loose

OVERVIEW:
This bulletin involves replacing one of the tailgate cables with a new tailgate service cable.

MODELS:

2019 - 2020	(DT)	RAM 1500 Pickup

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

SYMPTOM/CONDITION:
The customer may comment on one or more of the following:

- One tailgate cable has too much slack or is loose.
- The tailgate cables are different lengths.

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

PARTS REQUIRED:

Qty.	Part No.	Description
1	68488335AA	Tailgate Service Cable **(All Tailgates)**

NOTE: Only one tailgate service cable is needed for the Repair Procedure if replacement is needed.

REPAIR PROCEDURE:

CAUTION! Only replace the tailgate cable showing the symptom/condition, do not replace both tailgate cables with service cable P/N 68488335AA. Failure to do so may result in the issue becoming worse.

1. Replace the longer or loose tailgate cable causing the concern **(typically the left cable)**, using one new tailgate service cable. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body/Decklid/Hatch/Liftgate/ Tailgate/Swing Gate/Cable, Tailgate/Removal and Installation.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-40-39-91	Replace, One Tailgate Cable (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action