



NUMBER: 23-013-19 REV. A

GROUP: 23 - Body

DATE: November 26, 2019

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This bulletin supersedes Service Bulletin 23-013-19, dated May 04, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional step and LOPs.**

SUBJECT:

Noise From A-Pillar or Floor Area During Turns or Body Movement

OVERVIEW:

This bulletin involves inspecting and replacing the A-Pillar body mounts if needed.

MODELS:

2019	(DT)	RAM 1500 Pickup
2019	(DJ)	RAM 2500 Pickup
2019	(D2)	RAM 3500 Pickup

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

NOTE: This bulletin applies to (DT) vehicles built on or after January 08, 2018 (MDH 0108XX) and on or before October 10, 2018 (MDH 1010XX).

NOTE: This bulletin applies to (DJ&D2) vehicles built on or before February 18, 2019 (MDH 0218XX).

SYMPTOM/CONDITION:

The customer may describe popping or cracking noises heard around the front floor or A-Pillar area, while turning left or right (during a lateral movement).

DIAGNOSIS:

Verify the customer concern by test driving the vehicle while performing left and right turns, that will induce significant body roll and suspension articulation.

Is noise heard from the A-Pillar or floor area while turning?

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>> Further diagnosis may be needed.

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

PARTS REQUIRED:

Qty.	Part No.	Description
2	68246280AC	Mount - A-Pillar Body DT Vehicles
4	06512962AA	A&B - Pillar Body Bolt DT Vehicles
2	06512892AA	C-Pillar Body Bolt DT Vehicles
2	06511825AA	FESM - Pillar Body Bolt DT Vehicles
2	68349244AC	Mount - A-Pillar Body DJ&D2 Vehicles
4 or 2 additional B-Pillar bolts required for Mega Cab vehicles	06510855AA	A&B - Pillar Body Bolt DJ&D2 Vehicles
4	06509459AA	FESM & C-Pillar Body Bolt DJ&D2 Vehicles

REPAIR PROCEDURE:

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>04 - Vehicle Quick Reference/Hoisting/Standard Procedure.

NOTE: If the vehicle is equipped with power side steps make sure they are retracted before raising the vehicle.

2. Mark the existing location of the body mounts to the cab, for easier installation.
3. ** Using an induction heating type tool, or equivalent, heat up each bolt to soften the thread locking compound on the bolt threads.

CAUTION! DO NOT use power tools to remove or install the fastener(s). If power tools are used, damage to the vehicle or components may occur.**

4. Loosen all four or (five for Mega Cab vehicles) cab mount bolts on the side that you are not currently working on.

5. Remove all four (five for Mega Cab vehicles) cab mount bolts on the side that you will be working on first and **discard the old existing bolts. Do not reuse (Fig. 1)** .

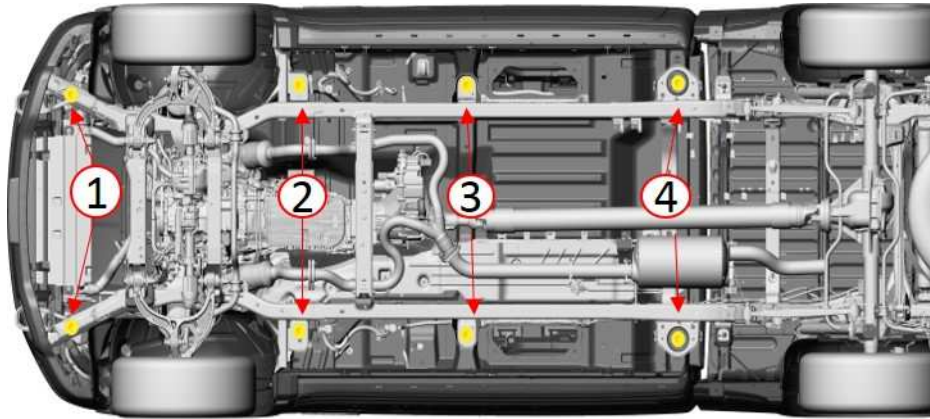


Fig. 1
Body Mount Locations

- 1 - Front Mounts
- 2 - A-Pillar Mounts
- 3 - B-Pillar Mounts
- 4 - C-Pillar Mounts

6. Safely support the cab with jack stands, on the side that you are working on (Fig. 2) .



Fig. 2
Jack Stand Supports

7. Raise the cab of the vehicle using the jack stand supports equally and just enough to remove the A-Pillar body mount from the frame perch (Fig. 3) .



Fig. 3

Old A-Pillar Body Mount to be Discarded

NOTE: Discard the old mount and plastic shim (Fig. 4) (do not reuse) .



**Fig. 4
Discard Mount and Plastic Shim (DT Vehicles)**

8. Install the new A-Pillar body mount to the frame perch, the body mount's top/bottom or upper/lower must be square with one another and not offset at all when reinstalling (Fig. 5) .

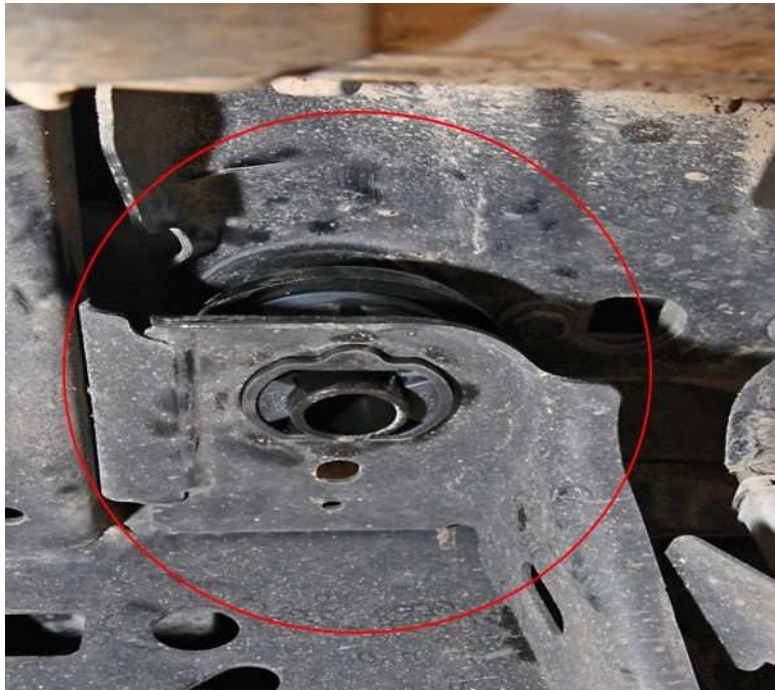


Fig. 5
New A-Pillar Body Mount (DT Vehicles)



Fig. 6
New A-Pillar Body Mount (DJ & D2 Vehicles)

9. Lower the cab back down on the mounts.
10. Loosely install four or (five for Mega Cab vehicles) new cab mount bolts, do not tighten at this time.
11. Repeat the procedure for the other side of the vehicle. Proceed to [Step 4](#).
12. Align the cab to the bed of the vehicle using the previous marks in [Step 2](#) and visually reference the body lines for appearance.

13. After both A-Pillar mounts are replaced on both sides, tighten the two front A-Pillar bolts to 108 N·m (80 Ft.lbs) and then tighten the four or (five for Mega Cab vehicles) B-Pillar bolts to 108 N·m (80 Ft.lbs) and tighten the two C-Pillar bolts to 132 N·m (97 Ft.lbs).

NOTE: Ensure that the bolt is centered to the already squared mounts, it can not be off set.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**13-28-01-98	Mount, A-Pillar Cab to Body - Replace Left and Right Front A-Pillar Body Mounts (DT Vehicles) (2 - Skilled)	6 - Electrical and Body Systems	1.7 Hrs.
13-28-01-99	Mount, A-Pillar Cab to Body - Replace Left and Right Front A-Pillar Body Mounts (DJ & D2 Vehicles without Mega Cab) (2 - Skilled)	6 - Electrical and Body Systems	1.9 Hrs.
13-28-01-9A	Mount, A-Pillar Cab to Body - Replace Left and Right Front A-Pillar Body Mounts (DJ & D2 Vehicles with Mega Cab) (2 - Skilled)	6 - Electrical and Body Systems	2.2 Hrs.**

FAILURE CODE:

ZZ	Service Action
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