

## STAR ONLINE PUBLICATION

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**Case Number:** S2023000028

**Release Date:** 05/28/2020

**Symptom/Vehicle Issue:** Multi-Function Tailgate Over-slam Bumper Falls Off

**Discussion:** Vehicle operator may notice when the multi-function tailgate swing door is opened the over slam bumper sticks to the door and pulls out of the U-frame (fig 1). If this has occurred follow the below procedure.



(fig 1)  
**Bumper sticking to tailgate**

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**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**

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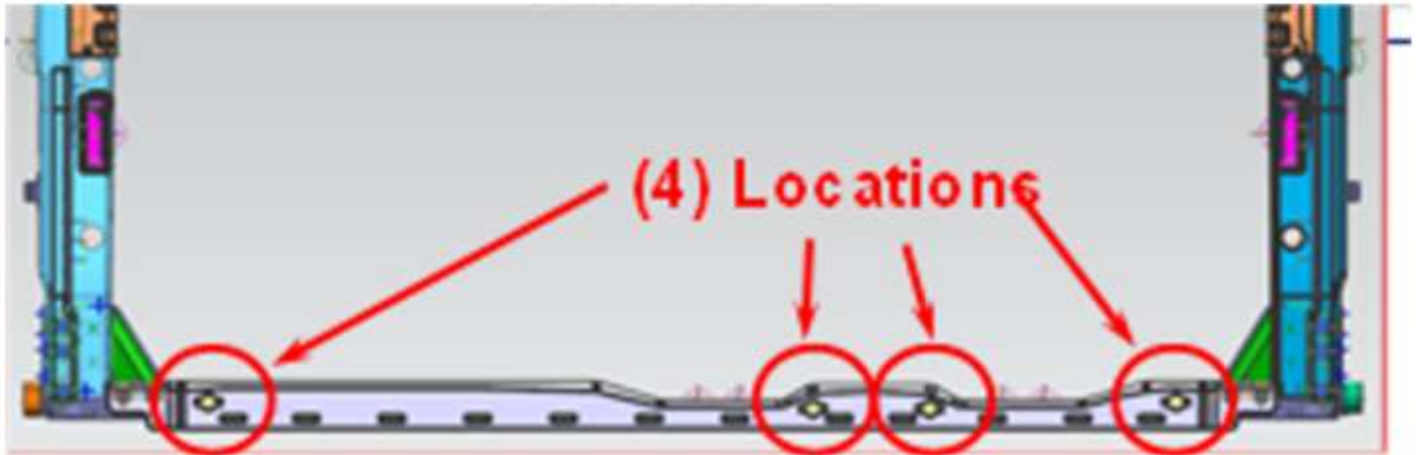


Fig 2

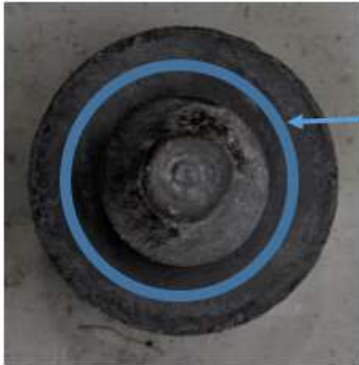
4 bumper locations on the pickup bed. Viewed from rear of truck

Obtain over slam bumpers (68497915AA or newer) to replace any that are missing or damaged. Before installing wipe off the attachment points of U-frame surface and the mating side of the rubber bumpers with alcohol. Apply MOPAR Bond-All gel adhesive 04467709AB sparingly in a circle pattern shown below on the tailgate side of the over slam bumper. Be careful to stay away from the outside perimeter to avoid excess squeeze out of adhesive. Then install the over slam bumper into place on the pickup bed. It is suggested to use the adhesive on all 4 over slam bumper locations

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Apply MOPAR Bond-All gel to the pickup bedside of the over slam bumper. Then install the bumper into the rear of the pickup box in the 4 locations.

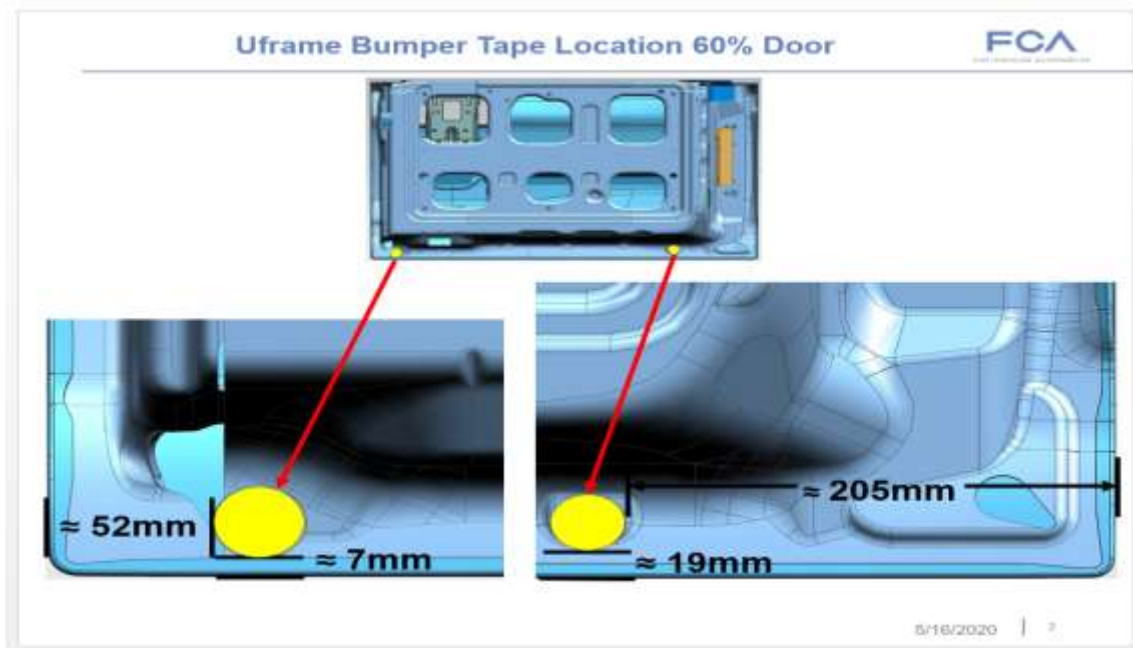
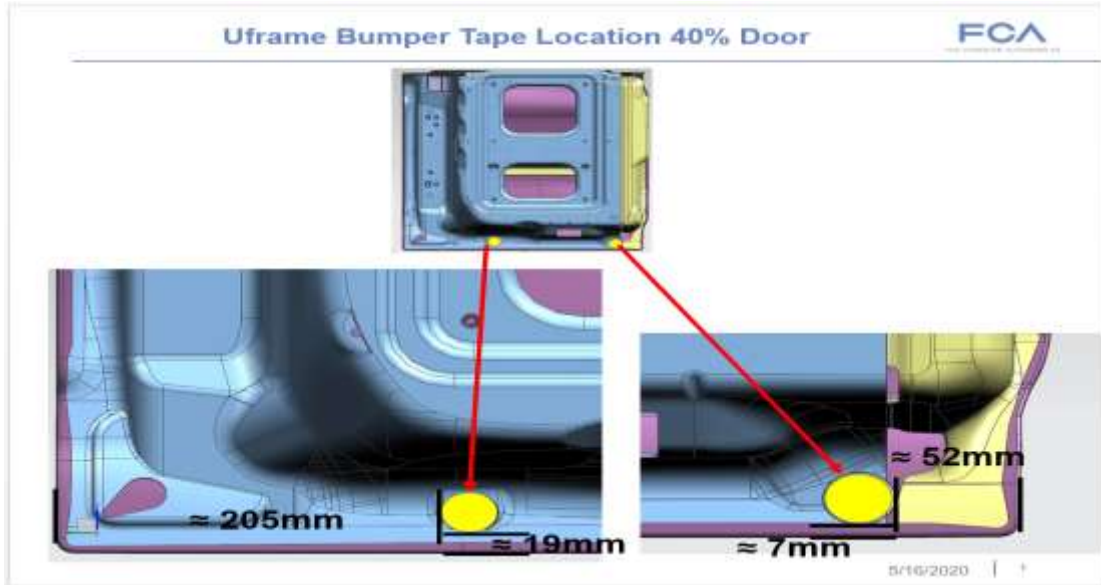


Replace the mylar tape on the inside of the swing doors. Peel old mylar tape off wipe the surface with alcohol and allow to dry. Apply a new mylar patch PN 68185697AA in place of the old patch. See pictures below for the measurements of where to position the mylar patches.

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