



NUMBER: 23-032-20

GROUP: 23 - Body

DATE: November 20, 2020

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SUBJECT:

Noise From Rear of Cab Area While Driving Over Rough Roads or Bumps

OVERVIEW:

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

MODELS:

2019 - 2020

(DJ)

RAM 2500 Pickup

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

NOTE: This bulletin applies to vehicles built on or before September 30, 2020 (MDH 0930XX).

SYMPTOM/CONDITION:

The customer may describe a rattling noise heard around the C-Pillar area or back of the cab, while driving the vehicle over rough or bumpy roads.

DIAGNOSIS:

1. Verify the customer concern by test driving the vehicle over mildly rough or bumpy roads. A rattle noise may be heard from the rear of the cab.
2. Is a rattling noise heard from the C-Pillar area of the floor or rear of the cab?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin doesn't apply. 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	68349250AF	Cushion Assy - Cab Mounting
4 or 2 (AR) additional B-Pillar bolts required for Mega Cab vehicles	06510855AA	A&B - Pillar Body Bolt
4	06509459AA	FESM & C-Pillar Body Bolt

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 (five for Mega Cab vehicles) cab mount bolts on the side that you are not currently working on (Fig. 1) .

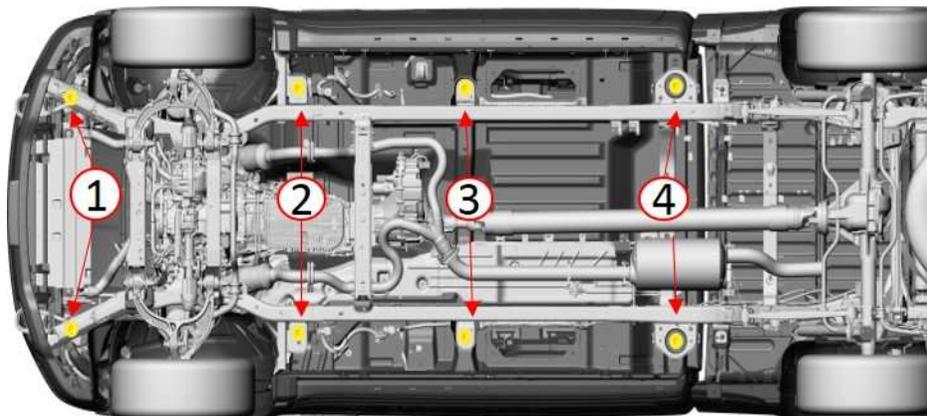


Fig. 1
Body Mount Locations

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

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



Fig. 2
Jack Stand Supports

6. 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**. Remove the two nuts securing the C-pillar mount to the frame.

NOTE: Discard the old mount (do not reuse)(Fig. 3) .

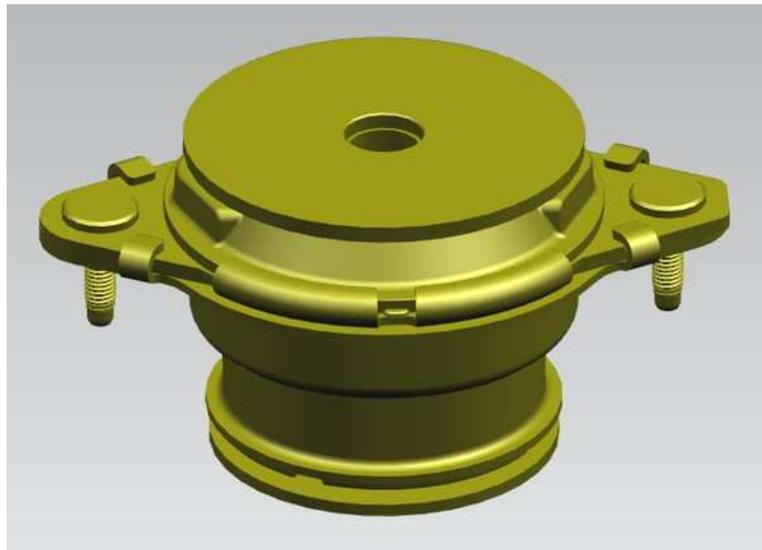


Fig. 3
Discard C-Pillar Mount

7. Install the new C-Pillar body mount to the frame perch. Secure the two fasteners securing the C-pillar body mount to the frame perch, tighten to 61 N·m (45 Ft.lbs).
8. Lower the cab back down on the mounts.
9. Loosely install four (or five for Mega Cab vehicles) new cab mount bolts, do not tighten at this time.
10. Repeat the procedure for the other side of the vehicle. Proceed to [Step 3](#).
11. Align the cab to the bed of the vehicle using the previous marks in [Step 2](#) and visually reference the body lines for appearance.
12. After both C-Pillar mounts are replaced on both sides, tighten the two front end FESM mount bolts 115 N·m (85 ft.lbs), then tighten the two A-Pillar bolts to 108 N·m (80 ft.lbs), then tighten the (or both for Mega Cab vehicles) B-Pillar bolts to 108 N·m (80 ft.lbs), and finally tighten the two C-Pillar bolts to 115 N·m (85 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
13-28-01-9B	Mount, C-Pillar Body (Both Sides) - Replace (Vehicles without Mega Cab) (2 - Skilled)	6 - Electrical and Body Systems	1.9 Hrs.
13-28-01-9C	Mount, C-Pillar Body (Both Sides) - Replace (Vehicles with Mega Cab) (2 - Skilled)	6 - Electrical and Body Systems	2.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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