



**NUMBER:** 23-020-20

**GROUP:** 23 - Body

**DATE:** August 15, 2020

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**This service bulletin is also being released as Rapid Response Transmittal (RRT) 20-044, dated August 15, 2020. All applicable sold and un-sold RRT vins have been loaded. To verify that this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.**

**SUBJECT:**

Tailgate Slam Bumpers Pull Off

**OVERVIEW:**

This bulletin involves inspecting and replacing any over stop bumpers that are relocated or missing.

**MODELS:**

2020 (DT) RAM 1500 Pickup

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

**NOTE:** This bulletin applies to vehicles built on or after February 03, 2020 (MDH 0203XX) and on or before May 18, 2020 (MDH 0518XX) equipped with Multi-Function Tailgate (Sales Code MWK).

**SYMPTOM/CONDITION:**

The customer may comment that when the multi-function tailgate swing door is opened, the over-slam bumper sticks to the door and pulls out of the U-frame.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	04467709AB	MOPAR Bond-All Gel
4	68185697AA	Mylar Patch
1 (AR)	68497915AA	Over-Slam Bumper

**REPAIR PROCEDURE:**

1. Remove all four over-slam bumpers from multi-function tail gate. (Fig. 1) . Replace any that are missing as needed.

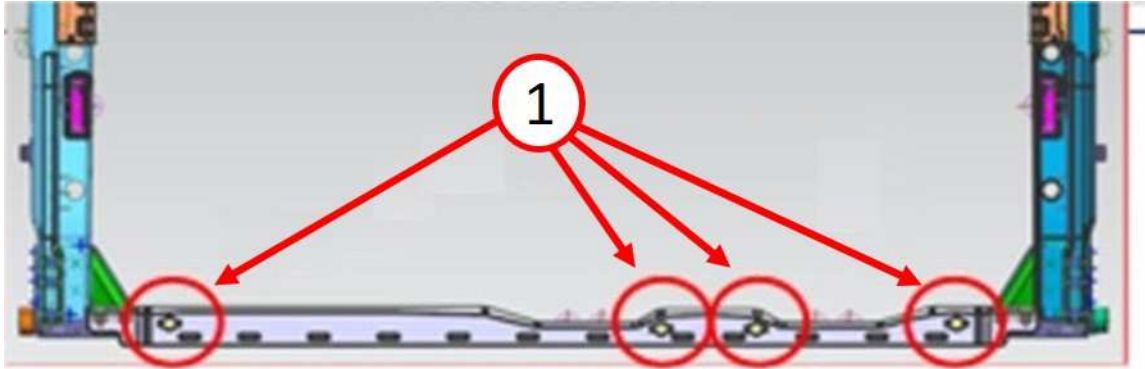


Fig. 1  
Over-Slam Bumper Locations

1 - Over-Slam Bumpers

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2. Wipe off the attachment points of U-frame surface and the mating side of the over-slam bumpers with isopropyl alcohol.
3. Apply MOPAR Bond-All gel adhesive P/N 04467709AB sparingly in a circle pattern shown below, on the tailgate side of the over-slam bumpers.

**NOTE:** Be careful to stay away from the outside perimeter to avoid excess squeeze out of adhesive (Fig. 2) and (Fig. 3) .

**NOTE:** Some gel will seep out when installing the over-slam bumpers. Make sure to wipe away excess gel adhesive after installing over-slam bumpers.

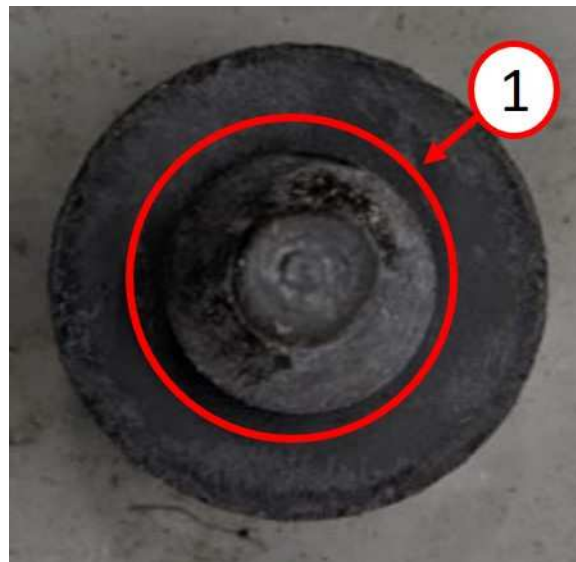


Fig. 2  
Over-Slam Bumper (Shown From Top)

1 - Bond-All Gel Application Area

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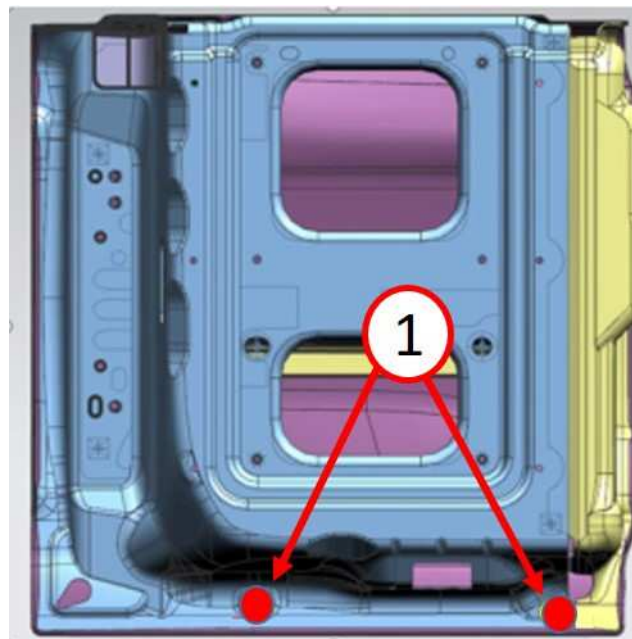


**Fig. 3**  
**Over-Slam Bumper (Shown From Side)**

4. Install the over slam bumper into place on the pickup bed.

**NOTE: Use the adhesive on all four over-slam bumper locations.**

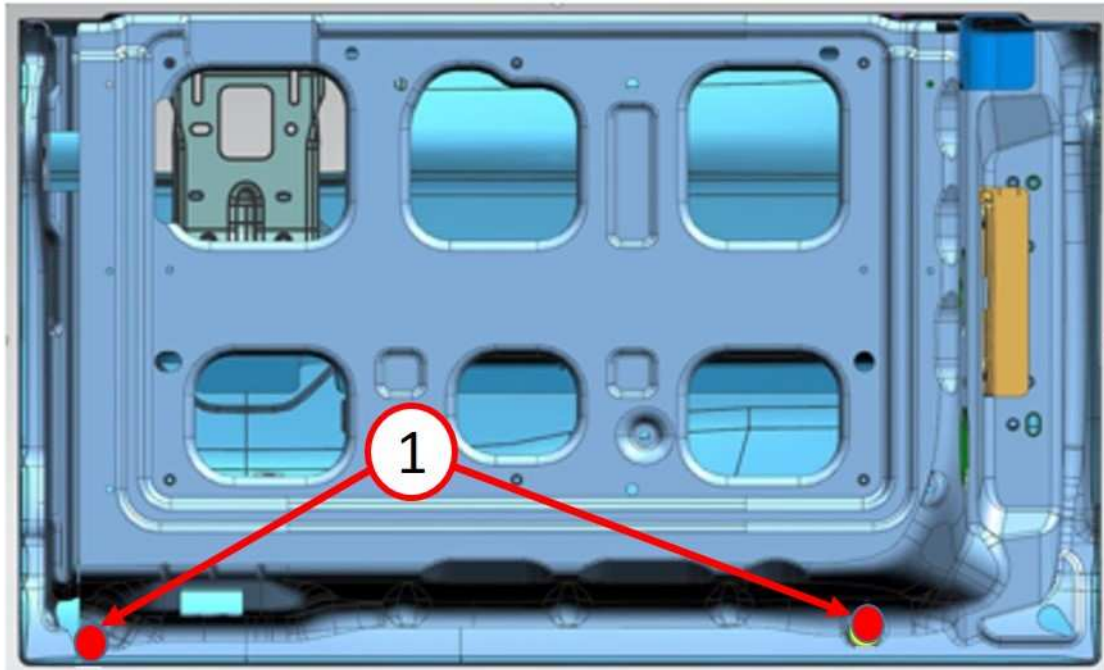
5. Remove the old mylar tape, wipe the surface with isopropyl alcohol and allow to dry (Fig. 4) and (Fig. 5) .



**Fig. 4**  
**U-Frame Mylar Bumper Tape Location (40% Door)**

1 - Mylar Tape Location

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**Fig. 5**  
**U-Frame Mylar Bumper Tape Location (60% Door)**

1 - Mylar Tape Location

6. Apply a new mylar patch P/N 68185697AA in place of the old patch.

**NOTE: Some mylar patches may have shifted or even fallen off the tailgate. It is suggested to tape replacement mylar patch to slam bumper and then shut tailgate to get patch to stick where it needs to be located.**

7. Close both swing doors and allow adhesive to cure per adhesive manufacturer's recommendations.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-41-43-9C	Replace (4) Mylar Patches and Repair Tailgate Over Slam Bumpers (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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