



**NUMBER:** 23-025-20

**GROUP:** 23 - Body

**DATE:** October 31, 2020

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**This bulletin supersedes Service Bulletin 23-032-19, November 21, 2019, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include an additional market.**

**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 and **\*\*EMEA\*\***.**

**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

**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. 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
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