



NUMBER: 23-006-21

GROUP: 23 - Body

DATE: January 30, 2021

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

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	(D2)	RAM 3500 Pickup
2019 - 2020	(DX)	RAM Truck (Mexico)
2019 - 2020	(DJ)	RAM 2500 Pickup
2018 - 2020	(DS)	RAM 1500 Pickup

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

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	68509194AA	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
23-40-39-92	Cable, Tailgate - Replace One Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------