



**NUMBER:** 23-016-21

**GROUP:** 23 - Body

**DATE:** April 22, 2021

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**SUBJECT:**

Water Leaks At Sliding Backlite

**OVERVIEW:**

This bulletin involves inspecting and if needed replacing the rear sliding backlite if leaking.

**MODELS:**

2019 - 2020 (DT) RAM 1500 Pickup

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

**NOTE:** This bulletin applies to vehicles equipped with Rear Sliding Window (Sales Code GFD) or Rear Power Sliding Window (Sales Code GFE).

**SYMPTOM/CONDITION:**

The customer may comment on the following:

- Water leaks from the cab back, evident on rear seats, carpet, and potentially roof.

**DIAGNOSIS:**

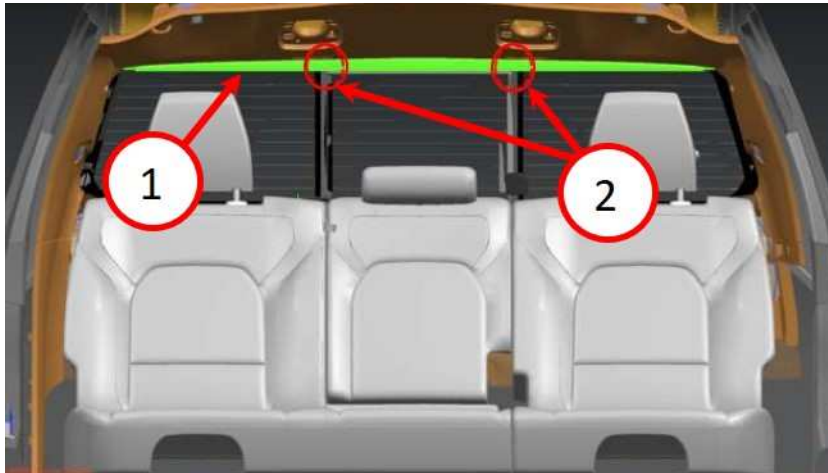
If the customer describes the symptom/condition listed above, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (A/R)	68303351AI	Rear power sliding glass (Sales Code GFE)
1 (A/R)	68426398AE	Rear power sliding glass (Sales Code GFE with Rear Window Defroster)
1 (A/R)	68335723AI	Rear power sliding glass (Sales Code GFE with Clear Tinted Glass All Windows)
1 (A/R)	68333671AH	Rear manual sliding glass (Sales Code GFD)

**REPAIR PROCEDURE:**

1. Inspect the rear sliding glass assembly from inside the cab, looking for cracks in the frame (Fig. 1) .



**Fig. 1**  
**Inside Truck Cab**

- 1 - Upper Plastic Frame of Rear Sliding Glass Assembly (Green Area)
- 2 - Potential Crack Locations

2. Were any cracks (Fig. 2) or evidence of leakage in rear sliding window frame found?



**Fig. 2**  
**Cracks In Backlite Upper Frame**

- YES>>> Proceed to [Step 3](#) of the Repair Procedure.
  - NO >>> This Bulletin does not apply. Normal diagnosis should be performed.
3. Replace the rear sliding glass assembly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Stationary Glass / Backlite, Sliding / Removal and Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-30-32-94	Sliding Backlite - Replace Assembly (1 - Semi-Skilled)	6 - Electrical and Body Systems	2.4 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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