



NUMBER: 23-038-21

GROUP: 23 - Body

DATE: November 17, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-166, date of issue November 17, 2021. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify 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. This RRT will expire 18 months after the date of issue.

SUBJECT:

Loose 6.2L Supercharged Emblem Adhesion to The Hood Bezel

OVERVIEW:

This bulletin involves inspecting and if necessary, replacing both hood bezels 6.2L Supercharged emblem(s).

MODELS:

2021 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or before July 26, 2021 (MDH 0726XX) equipped with a 6.2L Supercharged HEMI V8 SRT Engine (Sales Code ESD).

SYMPTOM/CONDITION:

The customer may describe what appears to be a gap between the emblem(s) and the bezel on the hood of the vehicle.

The 6.2L Supercharged emblem(s) may separate from the hood bezel due to insufficient adhesive bond strength.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
2	68444262AB	Emblem, 6.2L Supercharged

REPAIR PROCEDURE:

1. If one or both emblems show signs of visible separation at the bezel, the emblem(s) will need to be replaced (Fig. 1) .
2. Was any separation found on either of the emblems?
 - YES>>> Replace both emblem(s) if they show signs of separation (Fig. 1) . Proceed to Step 3.
 - NO>>> Both emblems were visually inspected and no separation was found. This bulletin has been completed. Use Inspection LOP (23-03-08-9P) to close the active RRT.



Fig. 1
Loose Emblem

3. Remove the defective emblem using a trim stick tool carefully remove the emblem from the bezel panel, as necessary (Fig. 2) .

CAUTION! Do NOT use any other tool or method as it will scratch the bezel.

NOTE: The exterior name plates are attached to the bezel with adhesive tape and have a locator hole.



Fig. 2
Emblem Removal

4. Thoroughly clean all residue from the emblem attachment areas to the bezel (Fig. 3) .

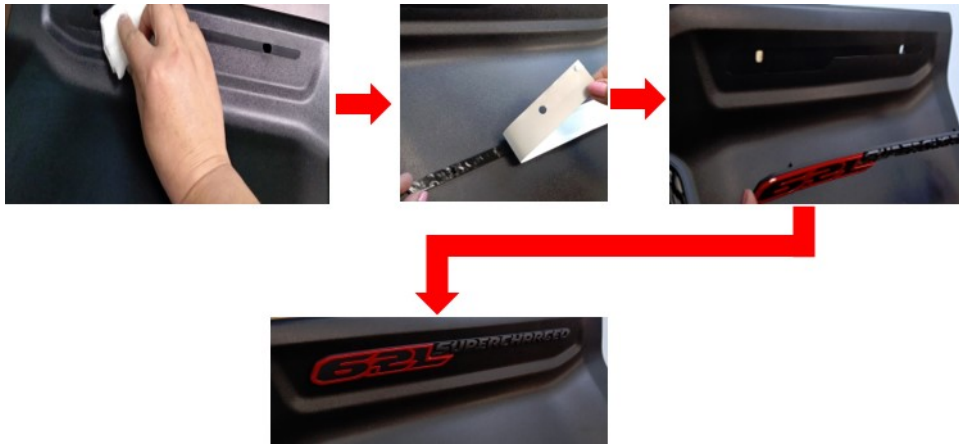


Fig. 3
Emblem Installation

5. Wipe the attachment areas with a clean, lint-free cloth, moistened with a 50% solution of water and alcohol, wipe dry the areas immediately with a dry, lint-free cloth (Fig. 3) .

NOTE: If ambient temperatures are below 21° C (70° F), warm the bezel inside a building to assure proper adhesion.

6. Remove the protective covering from the back of the emblem and position the emblem onto the hood bezel (Fig. 3) .

NOTE: To ensure proper emblem adhesion, apply consistent and uniform pressure of approximately 40 p.s.i. over the entire surface of the emblem.

7. Visually inspect that there is 100% adhesion all around the perimeter of the emblem (Fig. 3) .

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-03-08-9P	Emblem - Hood Bezel - 6.2L Super-charged - Inspect Both Emblems (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-03-08-9Q	Emblem - Hood Bezel - 6.2L Super-charged - Inspect and Replace Both Emblems (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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