



NUMBER: 23-026-21

GROUP: 23 - Body

DATE: August 3, 2021

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This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 21-108, date of issue August 03, 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 Chrome Window Trim on Rear Doors

OVERVIEW:

This bulletin involves inspecting for loose chrome window trim on the rear doors and replacing if required.

MODELS:

2021 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after September 01, 2020 (MDH 0901XX) and on or before January 14, 2021 (MDH 0114XX) equipped with Bright Day Light Opening Moldings (Sales Code MMF).

SYMPTOM/CONDITION:

The customer may comment on the following:

- Chrome window trim on rear doors is coming loose from the vehicle.

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 (AR)	68285786AG	Right Rear Door Chrome DLO
1 (AR)	68285787AG	Left Rear Door Chrome DLO
1 (AR)	68309880AG	Right Rear Door Chrome DLO
1 (AR)	68309881AG	Left Rear Door Chrome DLO

REPAIR PROCEDURE:

NOTE: Only replace the side(s) that is loose.

1. Inspect to see if the chrome trim is loose on both rear doors. Use a pocket screw driver or trim stick to see if the chrome will easily pull away from the trim backing, (Fig. 1) .



Fig. 1

Location of Loose Chrome Trim

2. Is the chrome pulling away from the trim backing.
 - YES>>> Replace the chrome trim. Proceed to [Step 3](#).
 - NO>>> This bulletin has been completed. Use inspection LOP (23-02-11-9H) to close the active RRT.
3. Remove the one screw that holds the outer belt molding to the door. Remove outer belt molding.

4. Use a trim stick to remove the chrome trim. Release the trim clips and two way tape (Fig. 2) .

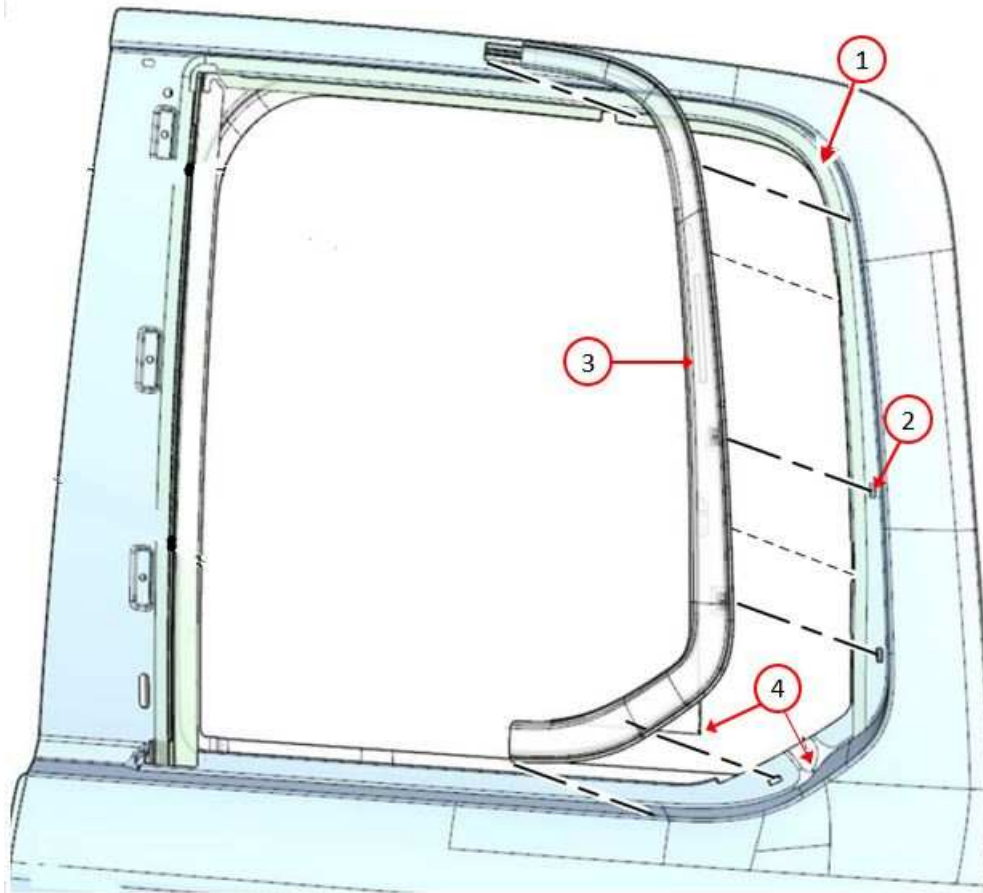


Fig. 2
Door Flange and Chrome Trm

- 1 - Door Flange
- 2 - Notches/Clips For Chrome Trim
- 3 - Chrome Trim
- 4 - Chrome Trim Flap And Location Flap Is To Be Seated

5. Use a Isopropyl Alcohol (IPA) wipe to clean off any adhesive from the door frame.
6. Align and attach the lower corner of the new trim to the lower part of the door flange.
7. Working from bottom to top of the trim. Adjust the trim to align and seat all clips into the door flange.
8. Once the chrome trim is properly seated to the door flange, remove the center adhesive backing, then the bottom and then the top.
9. Apply pressure to the trim, to ensure the two way tape is fully seated to the door.
10. Install low belt molding and screw.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-02-11-9H	Rear Door Chrome Trim, Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-02-11-9J	Rear Door Chrome Trim, Inspect and Replace (One Side) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
23-02-11-9K	Rear Door Chrome Trim, Inspect and Replace (Two Sides) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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