



NUMBER: 23-018-21

GROUP: 23 - Body

DATE: May 8, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-053, date of issue May 08, 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:

Forward Facing Camera Bracket Delaminates From Windshield

OVERVIEW:

This bulletin involves inspecting the urethane used to mount the IRCM (Integrated Radar Camera Module) bracket and replacing the windshield if necessary.

MODELS:

2021 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after December 17, 2020 (MDH 1217XX) and on or before December 29, 2020 (MDH 1229XX) equipped with Surround View Camera System (Sales Code XAK).

SYMPTOM/CONDITION:

The customer may comment on the following:

- Forward facing camera bracket loses adhesion with the windshield.
- There is a warning message with MIL light illumination and that the advanced driver assist features are inoperative

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the diagnostic procedure. **This RRT only applies to vehicles on the RRT VIN list.**

1. Inspect the IRCM bracket by removing the sensor cover and inserting a feeler gauge in between the IRCM bracket and the windshield (Fig. 1) .



Fig. 1
Failure As Seen By Customer

- 1 - Example of Good IRCM bracket Adhesion.
2 - Example of Bad IRCM bracket Adhesion.

2. Was the adhesive soft/uncured and/or the IRCM bracket unsecured (Fig. 2) ?
- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use LOP (23-30-50-9G) to close the active RRT.



Fig. 2
Failure As Seen After Cover Removal

- 1 - IRCM Bracket (Good Example Shown)
2 - Uncured/Soft Adhesive
3 - Loose IRCM Bracket (Bad Example Shown)
4 - Mirror Button

PARTS REQUIRED:

Qty.	Part No.	Description
1 (A/R)	68451039AA	Winshield (XAK+LBK)
1 (A/R)	68275585AG	Winshield (XAK)
2 (A/R)	04864015AD	Urethane Kit
1 (A/R)	68488349AA	Gel Pad, Rain Sensor

NOTE: In order to ensure priority for the RRT, please place a "C" type order when ordering parts.

REPAIR PROCEDURE:

1. Replace the windshield. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Stationary Glass / Windshield / Removal and Installation.

NOTE: The IRCM bracket is not a serviceable part due to sensitive nature of the sensors that mount to it. The windshield will come with the bracket and mirror button attached as an assembly.

NOTE: Driver Assistance System Module (DASM) camera alignment and calibration routine must be performed after the windshield is replaced.

2. Program the DASM. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>08 - Electrical / 8E - Electronic Control Modules / Module, Drivers Assistance System (DASM) / Module Programming

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-50-9G	Integrated Radar Camera Module Bracket - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-30-50-9H	Integrated Radar Camera Module Bracket and Front Windshield - Inspect and Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	2.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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