



NUMBER: 23-014-22

GROUP: 23 - Body

DATE: March 29, 2022

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This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-063, date of issue March 29, 2022. All applicable Sold and Un-Sold RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.

SUBJECT:

Driver Side Seat incorrect fasteners

OVERVIEW:

This bulletin involves inspecting and if necessary replacing the driver's side seat track bolts.

MODELS:

2021 - 2022 (DT) Ram 1500 Pickup

NOTE: This bulletin applies to vehicles built on or after June 24, 2021 (MDH 0624XX) and on or before July 26, 2021 (MDH 0720XX).

NOTE: This bulletin applies to vehicles within the following market/country: North America.

SYMPTOM/CONDITION:

The customer may describe that the driver's side seat feels loose when adjusting and makes a rattling/clunk noise over bumps.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

PARTS REQUIRED:

Qty.	Part No.	Description
3 (AR)	68608622AA	Front Seat Track Bolt

REPAIR PROCEDURE:

1. Does the driver's seat side feel loose and/or make noises?
 - YES>>> Proceed to [Step 2](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use inspect LOP (23-13-36-9G) to close the active RSU.
2. Adjust Driver's seat height full upwards and full rearward for best visual clearance.
3. Verify correct bolt in three locations on seat frame. The use of a flashlight, mirror and/or camera phone will help to inspect the front inboard bolt head due to obstruction from the center console. The incorrect fasteners will have a flat surface with no taper on the outside diameter. Also will have no numbering or other markings. ([Fig. 1](#)) , ([Fig. 2](#)) , ([Fig. 3](#)) , ([Fig. 4](#)) ,



Fig. 1
Incorrect Bolt



Fig. 2
Correct Bolt

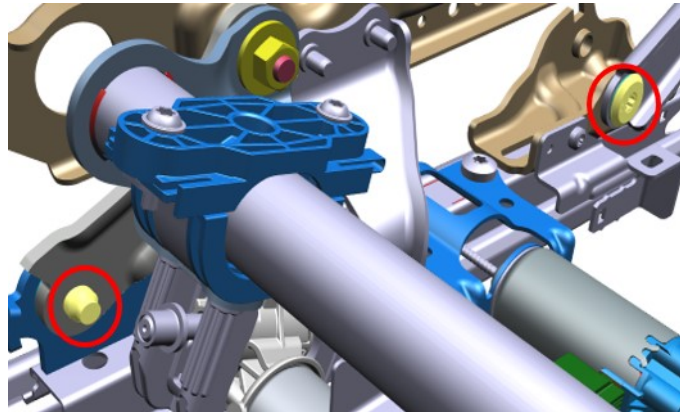


Fig. 3
Bolt locations

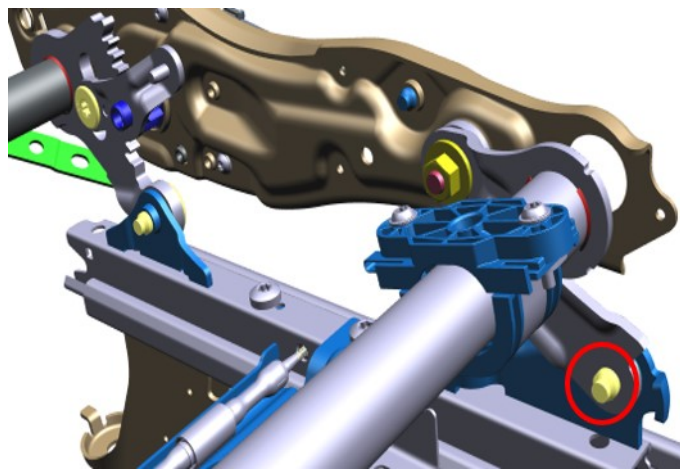


Fig. 4
Bolt Location

4. Are any of these bolts incorrect?

- YES>>> Incorrect **front outboard or rear inboard** bolt proceed to [Step 5](#).
- YES>>> Incorrect **front inboard** (Only) bolt proceed to [Step 11](#).
- NO>>> This Bulletin does not apply. Normal diagnosis should be performed.

NOTE: Only the front outboard bolt may need replacing. The rear outboard bolt is not included in this RSU.

5. Raise seat fully.

- For front outboard, remove seat lower side panel.
- For rear inboard, access bolt from rear seat.

6. Remove incorrect track bolt with a T45 bit.

7. Remove threadlocker debris from incorrect bolt. The incorrect bolt can be used to remove debris within the threads by reinstalling and removing multiple times. ([Fig. 5](#))

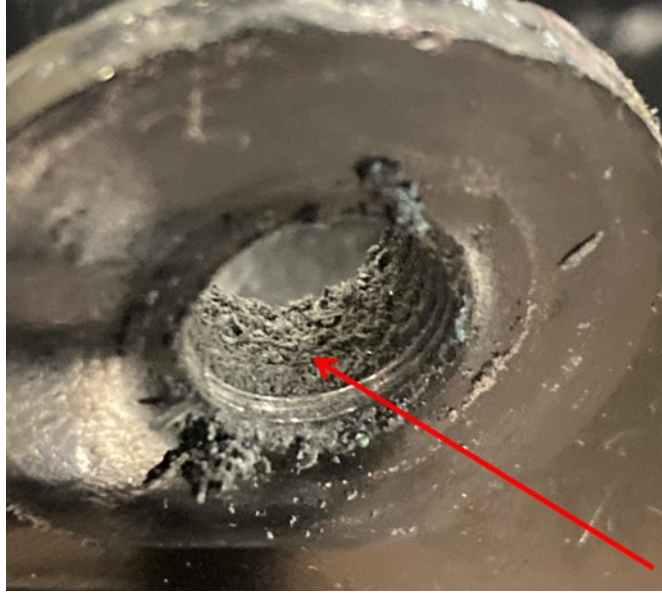


Fig. 5
Threadlocker

8. Apply grease to all surfaces of red bushing inside bracket. This applies to all bushings where the wrong track bolt is present. (Fig. 6)

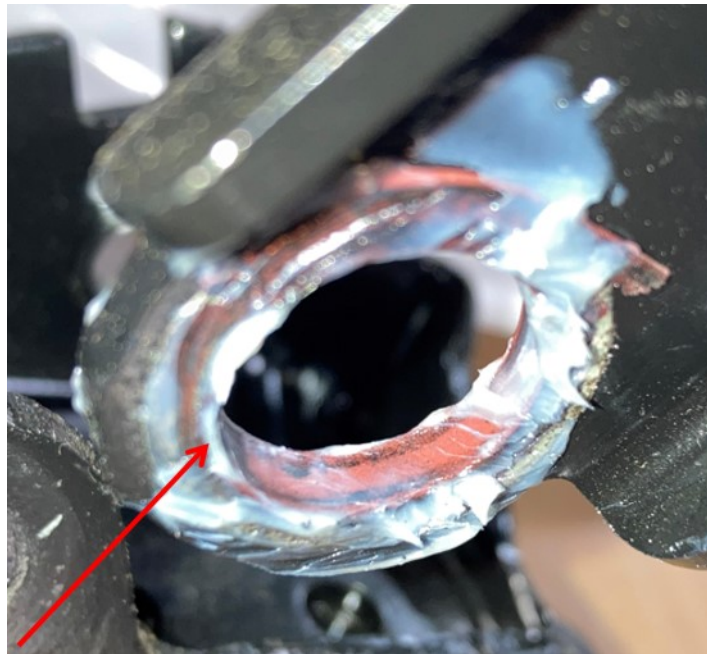


Fig. 6
Apply Grease

9. Ensure shoulder of bolt is guided through inside of bushing. (Fig. 7)

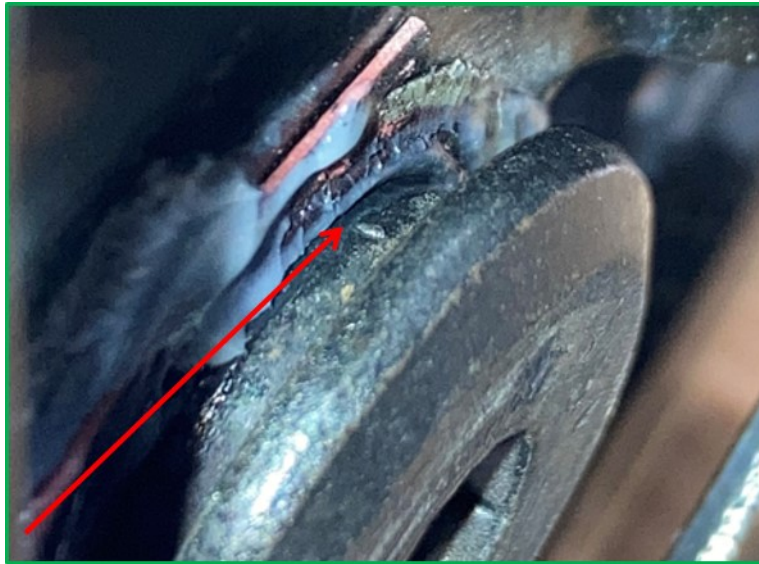


Fig. 7
Bolt shoulder in hole

10. Install new bolts. Tighten to 28 N·m (21 ft. lbs.)
11. Apply masking tape to protect the driver's side center console lower trim panel.
12. Remove incorrect track bolt with a T45 bit.
13. Remove threadlocker debris from incorrect bolt. The incorrect bolt can be used to remove debris within the threads by reinstalling and removing multiple times. (Fig. 5)
14. Apply grease to all surfaces of red bushing inside bracket. This applies to all bushings where the wrong track bolt is present. (Fig. 6)
15. Ensure shoulder of bolt is guided through inside of bushing. (Fig. 7)
16. Install new bolt. Tighten to 28 N·m (21 ft. lbs.)

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-13-36-9G	Track bolts, Driver's Seat - Inspect (2 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

RELATED OPERATION:

23-13-36-9H	Track bolts, Driver's Seat front outboard - Inspect and Replace (2 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-13-36-9J	Track bolt, Driver's Seat rear inboard- Inspect and Replace (2 - Semi-Skilled)	6 - Electrical and Body Systems	0.1 Hrs.
23-13-36-9K	Track bolt, Driver's Seat front inboard- Inspect and Replace (2 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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