



**NUMBER:** 23-058-23

**GROUP:** 23 - Body

**DATE:** May 19, 2023

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**SUBJECT:**

Door Trim/Audio Related Noise

**OVERVIEW:**

This bulletin involves replacing the door trim panel retainer clips and securing the door panel.

**MODELS:**

2021 - 2022 (DT) RAM 1500 Pickup

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

**NOTE:** This bulletin applies to vehicles built equipped with the Nine Amplified Speakers w/Subwoofer (Sales Code RC3) or 19 Speaker Harman Kardon Premium Sound (Sales Code RCA) or Six Speakers Radio (Sales Code RCG).

**NOTE:** DT vehicles built ON OR AFTER July 05, 2021 (MDH 0705XX) and ON OR BEFORE May 10, 2022 (MDH 0510XX) will require updated upper door panel retainer clips to be installed.

**NOTE:** DT vehicles built BEFORE July 05, 2021 (MDH 0705XX) and built AFTER May 10, 2022 (MDH 0510XX) will have the updated upper door panel retainer clips already installed.

**SYMPTOM/CONDITION:**

The customer may describe a buzzing heard when playing music at higher volume, speaker rattles and/or crackles. Can occur on any or all doors.

**INSPECTION:**

Possible source of issue could be door trim panel upper retainer clips are faulty or door trim panel is not fully seated. Listen to music and adjust sound output to one door at a time to identify point of issue.

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

**PARTS REQUIRED:**

Qty.	Part No.	Description
3 (AR)	06509673AA	Clip, White Ratchet
4 (AR)	68643556AA	Foam Tape Kit (Seven Pieces Of Foam Per Door)

**REPAIR PROCEDURE:**

1. Remove door trim panel. Refer to the detailed service procedures found in DealerCONNECT/ Service Library under: 23 - Body/Doors - Rear / Panel, Rear Door Trim / Removal and Installation or 23 - Body / Doors - Front / Panel, Door Trim / Removal.
2. Ensure that the door trim panel does not have the upper panel green retaining clips. If it does, replace them with new white retaining clips P/N 06509673AA. (Fig. 1)



Fig. 1  
Green And White Retaining Clips

3. Foam tape kit has seven pieces. Apply in between door trim edge and the door sheet metal to dampen the noise. (Fig. 2) , (Fig. 3)

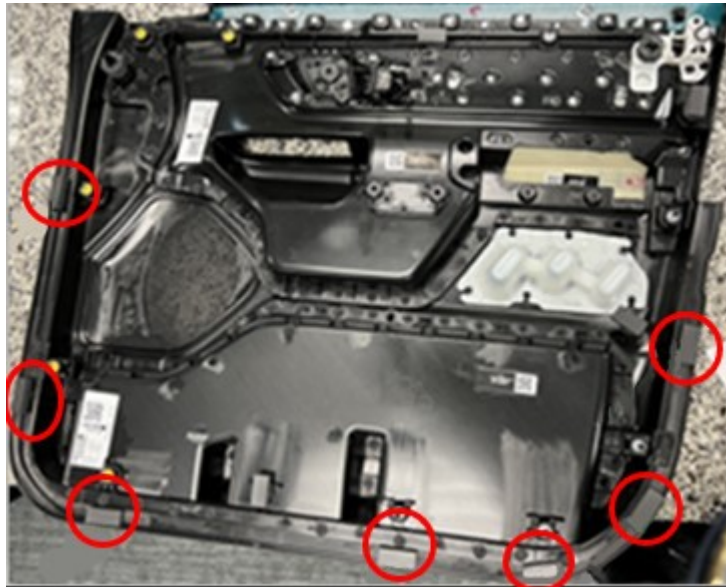


Fig. 2  
Front Door Foam Tape Locations



**Fig. 3**  
Rear Door Foam Locations

**NOTE:** This kit should be used only for the specific door which has the buzzing noise issue.

**NOTE:** The new foam kit 68643556AA can be used to for vehicles build up to February 2023.

4. Reinstall door trim panel. Ensure door trim panel is properly secured to the door. Refer to the detailed service procedures found in DealerCONNECT/Service Library under: 23 - Body/Doors - Rear / Panel, Rear Door Trim / Removal and Installation or 23 - Body / Doors - Front / Panel, Door Trim / Installation.

**NOTE:** A properly secured door trim panel is essential to quiet operation. Follow the installation steps in Service Library closely.

5. Once the door panel trim has been properly secured to the door with the correct retainer clips, adjust sound output to the same door that was fixed, and verify the speaker buzz is eliminated. If condition is still present, further diagnosis is needed.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-20-22-AA	Door Trim Panel - Replace Retaining Clips and Apply Foam Tape <b>(One Door)</b> (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
23-20-22-AB	Door Trim Panel - Replace Retaining Clips and Apply Foam Tape <b>(Two Doors)</b> (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
23-20-22-AC	Door Trim Panel - Replace Retaining Clips and Apply Foam Tape <b>(Three Doors)</b> (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs.

Labor Operation No:	Description	Skill Category	Amount
23-20-22-AD	Door Trim Panel - Replace Retaining Clips and Apply Foam Tape <b>(Four Doors)</b> (0 - Introduction)	6 - Electrical and Body Systems	1.3 Hrs.

**FAILURE CODE:**

CC	Customer Concern
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**The dealer must use failure code CC with this Technical Service Bulletin.**

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.