

Technical Service Bulletin (TSB)
Intermittently Poor HVAC Performance

REFERENCE:	TSB: 23-080-23 GROUP 23 - Body	Date:	June 28, 2023	REVISION:	-
VEHICLES AFFECTED:	2019 - 2023 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or before December 12, 2022 (MDH 1212XX).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH			
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none"> Intermittently the HVAC blow feel/output maybe reduced. This issue only happens in temperature that are just below freezing and snowing. 				
CAUSE:	Cowl Baffles.				

REPAIR SUMMARY:

This bulletin involves removing the right side rubber flaps from the cowl baffles.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
24-65-23-93	Baffle Cowl Flap, Remove (2 - Skilled)	6 - Electrical and Body Systems	1.8 Hrs.
Failure Code	ZZ	Service Action	

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 Diagnostic Trouble Codes (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 the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Remove the right front fender. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body / Exterior / Fender, Front / Removal.

NOTE: There will be two hooks holding the flap to the baffle (**Fig. 1**) and (**Fig. 2**) .



Fig. 1
Baffle With Flap Installed



Fig. 2
Baffle With Flap Removed

2. Use a long pair of needle nose pliers, reach up into the access hole and remove the rubber flap off the baffle (Fig. 3) .



Fig. 3
Access Location to Baffle/Flap

3. After removing the flap from the baffle frame, discard the rubber flap (Fig. 2) .
4. Install the right front fender. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body / Exterior / Fender, Front / Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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