

REFERENCE:	TSB: 23-098-23 REV. A GROUP: 23 - Body	Date:	October 4, 2023	REVISION:	23-098-23
VEHICLES AFFECTED:	2019 - 2021 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on and before September 30, 2020 (MDH 0930XX) equipped with a Rear Power Sliding Window (Sales Code GFE) or Rear Sliding Window (Sales Code GFD).			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:	The customer may experience one or more of the following: <ul style="list-style-type: none"> • A cracked backlite frame Fig. 1 resulting in an interior water leak (crack is visible to the customer). • Water leak from at top of the backlite. 				
CAUSE:	Manufacturing issue.				

This bulletin supersedes Technical Service Bulletin (TSB) 23-098-23, date of issue September 13, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated parts table.

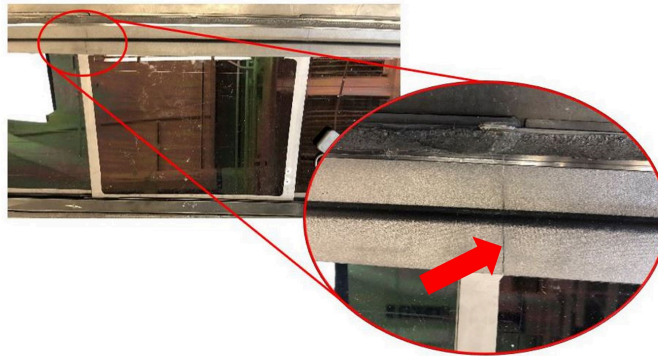


Fig. 1
Cracked Backlite Frame (Left Side Shown, Crack Can Also Be On The Right Side)

REPAIR SUMMARY:

This bulletin involves replacing the backlite.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-30-32-97	Sliding Backlite - Replace Assembly (1 - Semi-Skilled)	6 - Electrical and Body Systems	2.4 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
**1 (AR)	CXEMXL11AA	Glass, Backlite - Sliding (Manual)	Kit to be used in NA Only with GFD
1 (AR)	CXEMXL12AA	Glass, Backlite - Sliding (Power)	Kit to be used in NA Only with GFE and GFA without GAD
1 (AR)	CXEMXL13AA	Glass, Backlite - Sliding (Power)	Kit to be used in NA Only with GFE and without GFA
1 (AR)	68426398AF	Glass, Backlite - Sliding (Power)	With GFE and GFA without GAD
1 (AR)	68303351AJ	Glass, Backlite - Sliding (Power)	Without GFA
1 (AR)	68335723AJ	Glass, Backlite - Sliding (Power)	With GFD**
2	04864015AD	Kit, Glass	Windshield Install Adhesive Kit

NOTE: If Mopar urethane and primer are not available, NPN part number will need to be used for an equivalent product and claimed for the amount used.

DIAGNOSIS:

If the customer describes any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Before performing this Repair Procedure, quickly visually inspect the backlite frame for a crack [Fig. 1](#) at the top corners of the sliding backlite window.

1. Replace the backlite. Refer to the detailed service procedures listed in DealerConnect>Service Library under: 23 - Body / Stationary Glass / Backlite / Removal and Installation.

NOTE: Ensure the interior is dry before returning the vehicle to the customer.

POLICY:

Vehicles included in this Technical Service Bulletin have a Warranty Extension to an 8 Year warranty extension, or 241,401 km (150,000 mi) from in service date warranty period for this repair. See Warranty Bulletins: U.S. D-23-17 for details associated with the Warranty Extension.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.