

REFERENCE:	TSB: 23-098-23 GROUP: 23 - Body	Date:	September 13, 2023	REVISION:	-
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.				

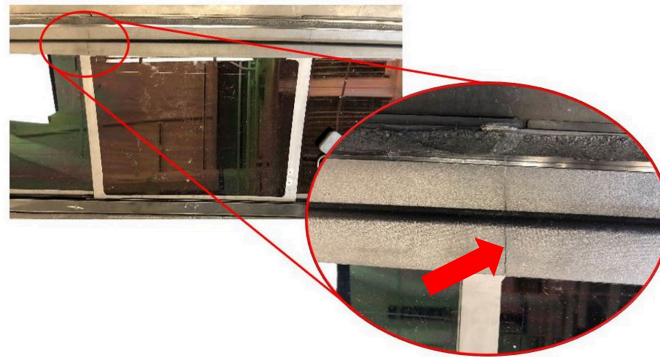


Fig. 1
Cracked Backlite Frame (Left Side Shown, Crack Can Also Be On The Right Side)

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

Qty	Part No.	Description	Notes
1 (AR)	CXEMXL12AA	Glass, Backlite - Sliding (Power)	Kit to be used in NA Only
1 (AR)	CXEMXL13AA	Glass, Backlite - Sliding (Power)	Kit to be used in NA Only
1 (AR)	68426398AF	Glass, Backlite - Sliding (Power)	
1 (AR)	68303351AJ	Glass, Backlite - Sliding (Power)	
1 (AR)	68335723AJ	Glass, Backlite - Sliding (Power)	
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.

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