

REFERENCE:	TSB: 23-003-24 GROUP: 23 - Body	Date:	January 6, 2024	REVISION:	-
VEHICLES AFFECTED:	2023 - 2024 (DJ) RAM 2500 Pickup This bulletin applies to vehicles built on or after April 27, 2023 (MDH 0427XX) and on or before September 14, 2023 (MDH 0914XX) equipped with Gloss Black Instrument Panel Bezels (Sales Code JES).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> CH
				<input type="checkbox"/> EE	<input type="checkbox"/> IAP
				<input type="checkbox"/> SA	<input type="checkbox"/> MEA
CUSTOMER SYMPTOM:	The customer may experience the following: <ul style="list-style-type: none"> Visible bubbling/delamination on the instrument panel base panel (cover). 				
CAUSE:	Faulty adhesive.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-007, date of issue January 06, 2024. All applicable 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.

REPAIR SUMMARY:

Inspect for visible bubbling/delamination on the instrument panel base panel. If bubbling/delamination is present, replace the base panel.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-11-14-9E	Base Panel, Instrument Panel - Inspection (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.1 Hrs.
23-11-14-9F	Base Panel, Instrument Panel - Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	2.3 Hrs.
Failure Code	ZZ	Service Action	

RELATED LOP:

Labor Operation No:	Description	Skill Category	Amount
23-11-14-62	Center Console Equipped (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	7SS33BD3AA	Base Panel, Instrument Panel	Descriptor Codes: -X9, X81, JES
1 (AR)	06505656AA	Screw, Hex Flange Head, M10x1.5x35	Single Use Steering Wheel Bolt

DIAGNOSIS:

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

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Trim Stick	C-4755	Essential Tool

REPAIR PROCEDURE:

NOTE: The steering column does not need to be lowered, the intermediate shaft does not need to come apart (no new bolt required) and the stop lamp switch does not require removal to perform this procedure.

1. Inspect the instrument panel base panel for bubbling/delamination [Fig. 1](#).
2. Is bubbling/delamination detected?
 - YES>>> Proceed to [Step 3](#).
 - NO>>> Proceed to This bulletin has been completed. Use Inspect LOP (23-11-14-9E) to close this active RSU.

**Fig. 1**

Instrument Panel Base Panel Bubbling/Delamination

3. Replace the instrument panel base panel. Refer to the detailed service procedures listed in DealerCONNECT> Service Library under: 23 - Body / Instrument Panel / Cover, Instrument Panel / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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