

Technical Service Bulletin (TSB) Incorrect Floor Pan Installed

REFERENCE:	TSB: 23-018-24 REV. A GROUP: 23 - Body	Date:	May 17, 2024	REVISION:	23-018-24
VEHICLES AFFECTED:	2024 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on and after September 20, 2023 (MDH 0920XX) and on and before September 21, 2023 (MDH 0921XX).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> CH
				<input type="checkbox"/> EE	<input type="checkbox"/> IAP
				<input checked="" type="checkbox"/> SA	<input checked="" type="checkbox"/> MEA
CUSTOMER SYMPTOM:	Customer's vehicle may have been built with the following: <ul style="list-style-type: none"> Extra holes in floor pan under carpet. 				
CAUSE:	Incorrect floor pan installed				

This bulletin supersedes Technical Service Bulletin (TSB) 23-018-24, date of issue March, 15, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include a new Part Number.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-057, date of issue March, 15, 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.

REPAIR SUMMARY:

This bulletin involves covering open holes in the floor pan with butyl sealer and tape.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-50-40-95	Install Butyl and Mastic Patches over Holes in Floor Pan (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
Failure Code	ZZ	Service Action	

RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-50-40-60	Subwoofer Speaker Equipped (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.

SPARE PARTS:

Qty	Part No.	Description	Notes
5	**55359618AB**	Tape	
5	68311404AB	Tape, Sealing	

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the Repair Procedure. **This RSU only applies to vehicles on the RSU VIN list.**

REPAIR PROCEDURE:

- Is the vehicle on the RSU VIN list?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> This bulletin does not apply.
- Raise vehicle on hoist. Refer to the detailed service procedures listed in DealerCONNECT Service Library under: 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
- Locate the 70 mm (2.75 in.) hole between the left hand rear cab mount and the left hand rocker panel [Fig. 1](#).

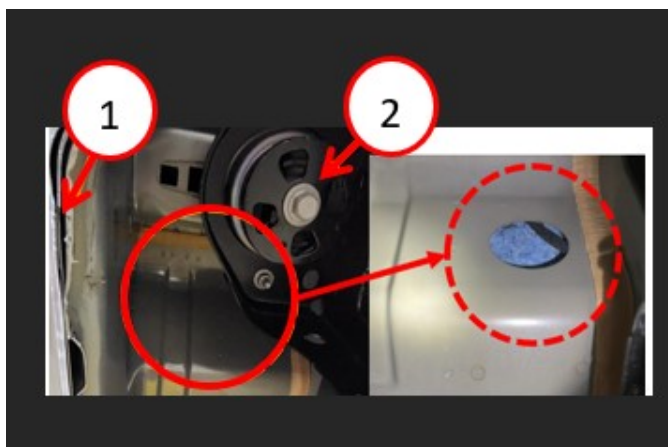


Fig. 1
70 mm Hole Location

1 - Rocker
2 - Cab Mount

- Install a 100mm (3.93 in.) X 100mm (3.93 in.) butyl patch over the hole [Fig. 1](#).
- Lower vehicle.
- Remove left rear carpet retainer.
- Disconnect heated seat connector (if applicable).

8. Pull left rear carpet back to gain access to the 70mm (2.75 in.) hole from the top side of the floor pan [Fig. 2](#).

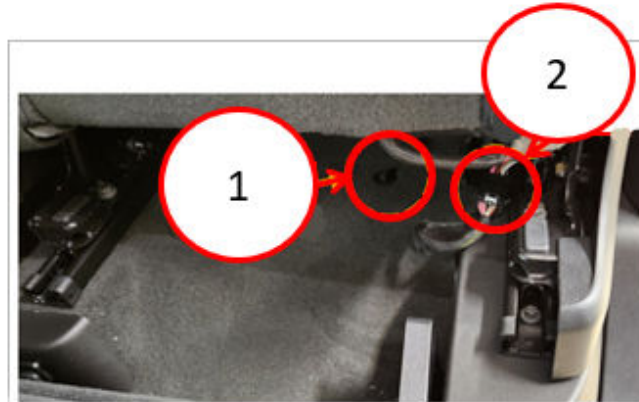


Fig. 2
Carpet Retainer/Heated Seat Connection

1 - Carpet Retainer
2 - Heated Seat Connection

9. Install 100mm (3.93 in.) X 100mm (3.93 in.) butyl patch on the top side of the floor pan hole [Fig. 3](#).

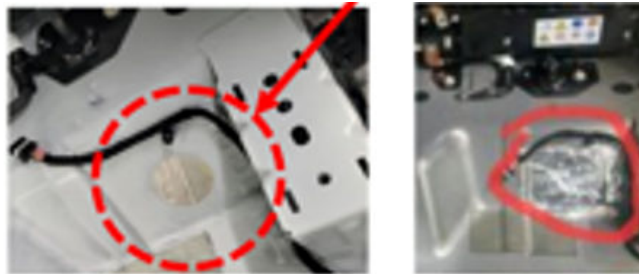


Fig. 3
Floor Pan Hole And Butyl Patch

10. Reinstall left rear carpet.
11. Install the left rear carpet retainer.
12. Reconnect heated seat connector (if applicable).
13. Remove the right rear carpet retainer.
14. Disconnect heated seat connector (if applicable).
15. Remove subwoofer (if equipped). Refer to the detailed service procedures listed in DealerCONNECT>Service Library>Service info>under: 08 - Electrical / 8A - Audio/Video/Entertainment/Connectivity / Speaker / Removal.
16. Pull back carpet to expose the floor pan area.
17. Install four round black patches over the four 12mm (.047 in.) holes [Fig. 4](#).

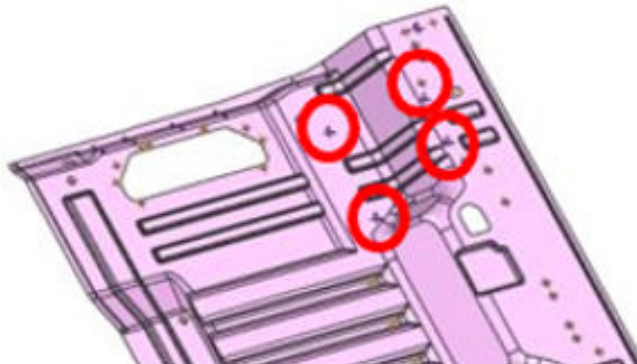


Fig. 4

Floor Pan Hole Locations

NOTE: It is only necessary to cover the holes from the inside.

18. Reinstall the right rear carpet.
19. Install the right rear carpet retainer.
20. Reconnect heated seat connector (if applicable).
21. Install subwoofer (if equipped). Refer to the detailed service procedures listed in DealerCONNECT>Service Library>Service info>under: 08 - Electrical / 8A - Audio/Video/Entertainment/Connectivity / Speaker / Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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