

Technical Service Bulletin (TSB)
Rear Cargo Door Glass Shattered

REFERENCE:	TSB: 23-039-24 GROUP: 23 - Body	Date:	May 18, 2024	REVISION:	–
VEHICLES AFFECTED:	2024 (VF) RAM Promaster This bulletin applies to vehicles built on or after November 11, 2023 (MDH 1111XX) and on or before December 21, 2023 (MDH 1221XX) equipped with Rear Window Defroster (Sales Code GFA).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	Customers may experience the following: Rear cargo door glass shattered.				
CAUSE:	Glass tensile stress out of specification				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-087, date of issue May 18, 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 inspecting and possibly replacing the glass on both rear cargo doors.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-30-16-91	Inspect Date Code on Rear Door Glass - (Left and Right) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.1 Hrs.
23-30-16-92	Inspect and Replace Rear Door Glass - (Left or Right) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.9 Hrs.
23-30-16-93	Inspect and Replace Rear Door Glass - (Left and Right) (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.8 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68247853AA	Glass, Rear Door	Left Rear Door Glass
1 (AR)	68247852AA	Glass, Rear Door	Right Rear Door Glass
1 (AR)	04864015AD	Kit, Glass	Urethane 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 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.

This RSU only applies to vehicles on the RSU VIN list.

REPAIR PROCEDURE:

- Inspect the Mopar logo at the bottom center of both rear cargo door glass [Fig. 2](#) for one of the following build dates, [Fig. 1](#).
 - ...3 (April 2023)
 - ..3 (May 2023)
 - .3 (June 2023)
 - 3.... (September 2023)



Fig. 1
Mopar Logo



Fig. 2
Mopar Logo Placement

- Do the glass dates match any of the four dates in [Fig. 1](#)?
 - YES >>> Proceed to [Step 3](#).
 - NO >>> This bulletin does not apply. Use inspect LOP 23-30-16-91 to close the active RSU.

3. Replace rear glass. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Stationary Glass / Glass, Rear Door / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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