

Technical Service Bulletin (TSB)
Back Glass Water Leak Warranty Extension XL1

REFERENCE:	TSB: 23-042-24 GROUP: 23 - Body	Date:	June 5, 2024	REVISION:	23-098-23 REV. A
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 REV. A, date of issue October 04, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated LOP, spare parts table, special tools table and repair procedure.

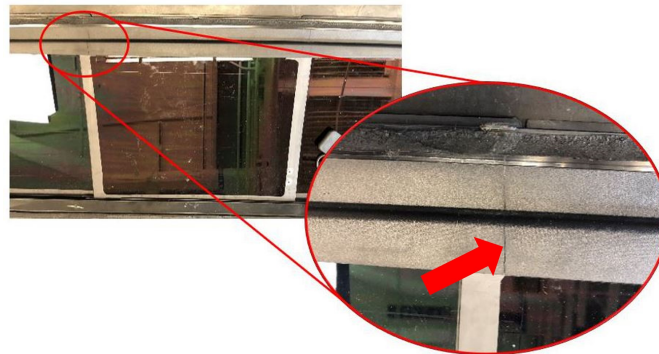


Fig. 1
Cracked Backlite Frame (Left Side Shown, Crack Can Also Be On The Right Side)

REPAIR SUMMARY:

This bulletin involves applying urethane to the sliding backlite.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-30-32-9A	Backlite, Sliding - Apply Sealant (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1	CXEMXL14AA	Adhesive, 2 Part Urethane	

DIAGNOSIS:

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

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Dispenser, Sealant	2097900230	-

REPAIR PROCEDURE:

NOTE: **Do not replace the backlite if the frame is cracked. Do not remove the backlite for this Repair Procedure.

1. Ensure the top window track area [Fig. 2](#) is clean, free of any debris and dry.



Fig. 2

Area To Fill With Urethane

2. Vent one of the windows on the vehicle to relieve cabin pressure and ensure closing a door will not cause movement with the urethane.
3. Using the sealant dispenser, start at one end about 50 mm (2 in.) from either the left or right side below ditch molding and apply the urethane [Fig. 2](#). Dispense the urethane with the tip angled parallel to the gap and up against the backside of the glass. Apply for 2 - 3 mm (0.078 - 0.118 in.) per second until a small puddle (bead) is formed filling the cavity while moving across to the opposite side below the ditch molding.
4. Inspect the urethane to ensure there are no gaps and the entire area is evenly filled with urethane [Fig. 2](#). If any gaps are found, repeat [Step 3](#).

CAUTION!!

Inform the customer the urethane needs 24 hours time to cure before water is applied.**

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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