

<b>REFERENCE:</b>	<b>TSB:</b> 23-048-24 <b>GROUP:</b> 23 - Body	<b>Date:</b>	August 20, 2024	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	<b>2024 (VF) RAM Pro Master</b> This bulletin applies to vehicles built on and after November 11, 2023 (MDH 1111XX).	<b>MARKET APPLICABILITY:</b>			
		<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	
<b>CUSTOMER SYMPTOM:</b>	<b>Customer's vehicle may have been built with the following:</b>				
	<ul style="list-style-type: none"> <li>Visible gap in cargo floor <a href="#">Fig. 1</a>.</li> </ul>				
<b>CAUSE:</b>	Insufficient sealer applied between floor panels.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-118, date of issue August, 20, 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.



**Fig. 1**  
Cargo Floor Gap

**REPAIR SUMMARY:**

This bulletin involves filling the gap in the cargo floor pan and painting the area to match.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-50-40-95	Fill Gap In Cargo Floor, Seal, Prime And Paint (0 - Introduction)	6 - Electrical and Body Systems	2.1 Hrs.
Failure Code	ZZ	Service Action	

**SPARE PARTS:**

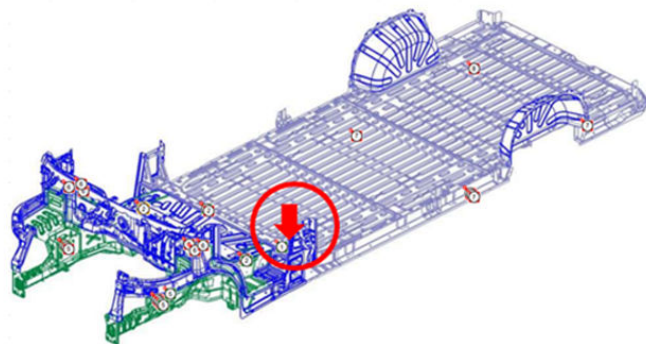
Qty	Part No.	Description	Notes
1	NPN	3M's 05887 EZ Sand Multiple Purpose Repair Material	Sealer
1	NPN	Adhesive - Lord Fusor 112A/B	Adhesive
1	NPN	Paint And Materials	

**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.**

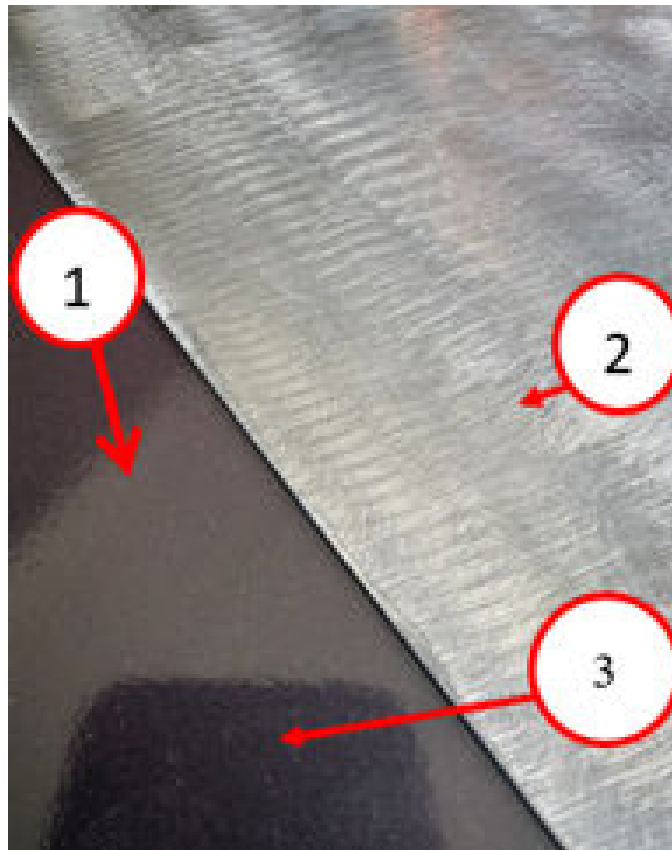
**REPAIR PROCEDURE:**

- Is the vehicle on the RSU VIN list?
  - YES>>> Proceed to [Step 2](#).
  - NO>>> This bulletin does not apply.



**Fig. 2**  
Area Of Gap Issue

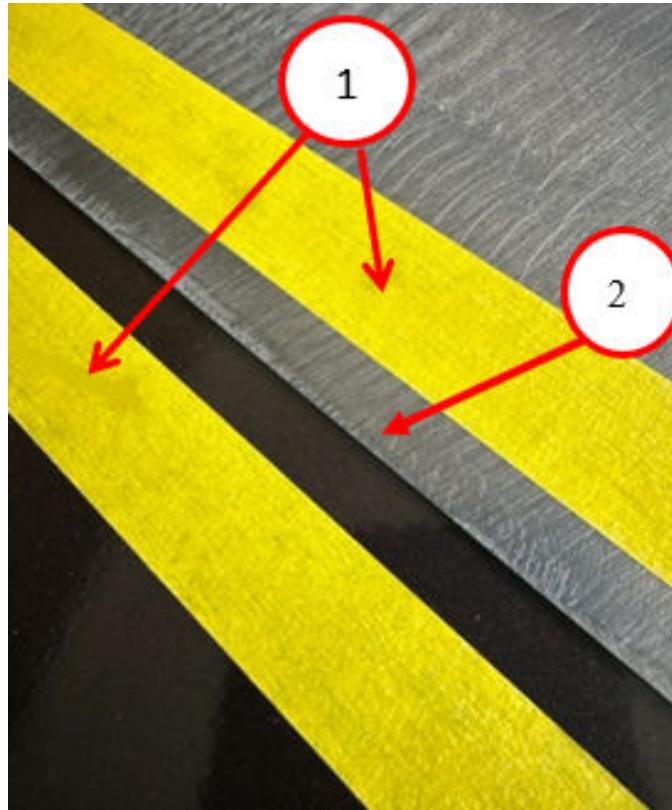
- Clean the area [Fig. 2](#), [Fig. 3](#) with a rag. If there is dirt or other waterborne contaminants clean the area with soap and water. Wax and grease must be used to remove any solvent base contaminants.



**Fig. 3**  
Floor Sheet Metal Lap Joint (Representation)

- 1 - Overlap Seam
  - 2 - Top Layer Of Sheet Metal
  - 3 - Bottom Layer Of Sheet Metal
-

3. Apply 19.05 mm (¾ in.) masking tape approximately 13 mm (½ in.) on either side of the seam [Fig. 4](#).



**Fig. 4**  
Tape Placement

1 - Masking Tape  
2 - Floor Seam

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4. After masking, scuff the area between the masking tape with a Red 3M Scotch-Brite to provide a rough surface for the sealer to adhere [Fig. 5](#).

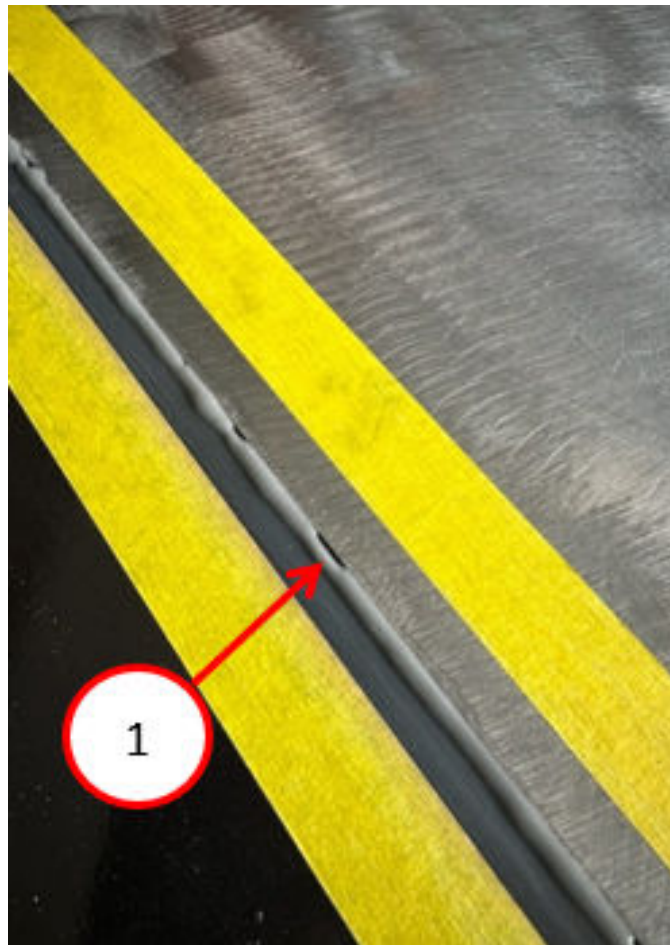


**Fig. 5**  
Scotch-Brite

**NOTE: Use Scotch-Brite on both sides of the seam for sealer adhesion.**

5. Remove sanding dust with a tack rag or a lightly dampened cloth with wax and grease remover.

6. First application of sealer needs be narrow and pressed into any gap that may be present [Fig. 6](#).



**Fig. 6**  
First Narrow Application Of Sealer

1 - Sealer

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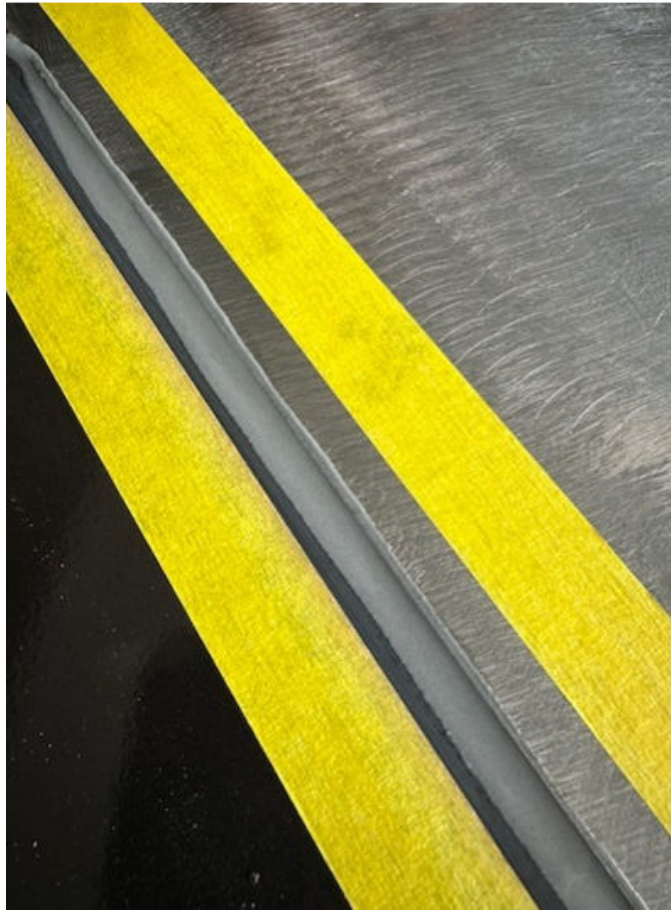
**NOTE:** Press first application of sealer into any gap that may be present [Fig. 7](#), [Fig. 8](#).



**Fig. 7**  
Pressed In Sealer Cross Section

1 - Pressed In Sealer

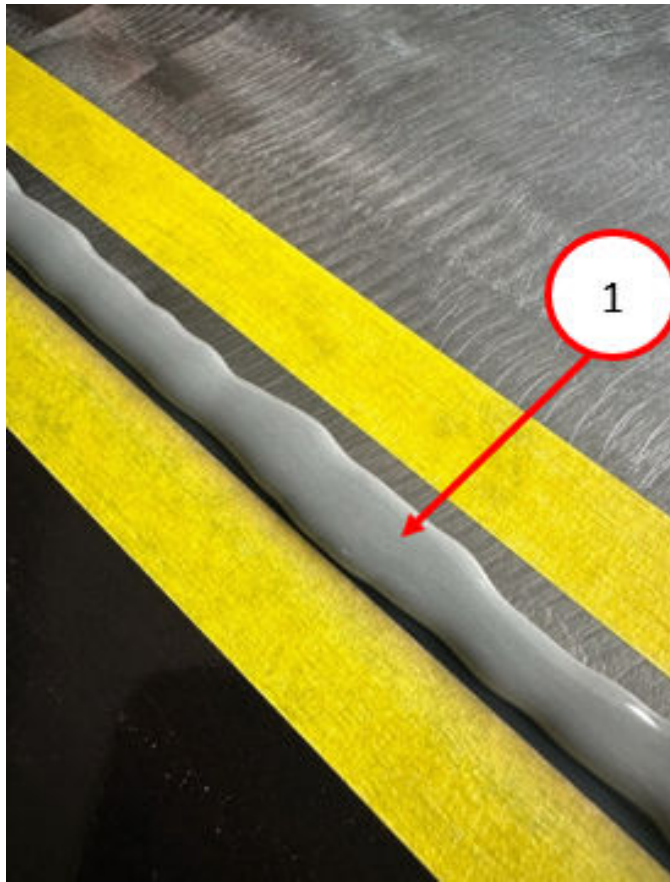
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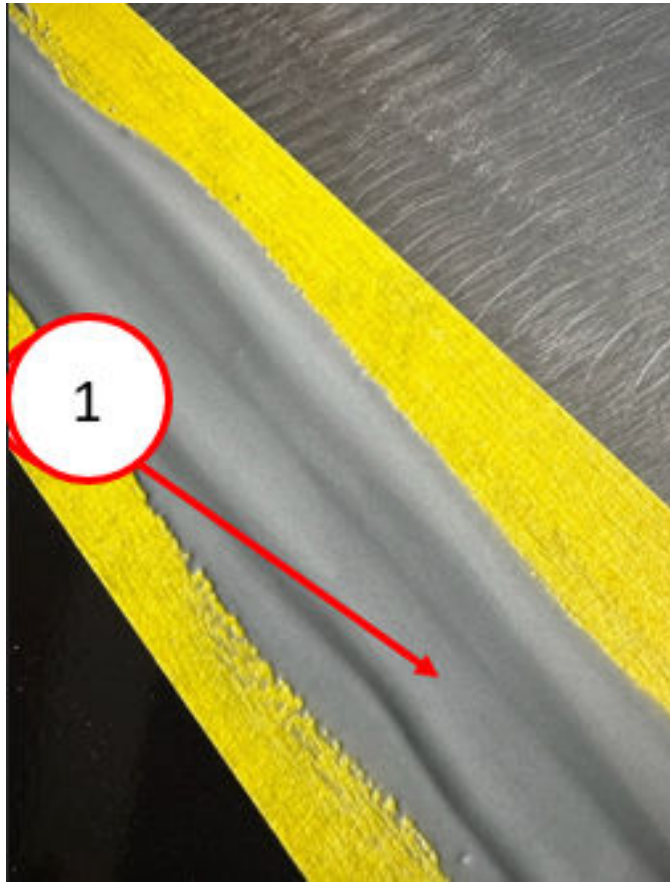
**Fig. 8**  
Pressed In Sealer

7. Apply a second seam sealer between the taped area that is slightly above the top layer of sheet metal to form a continuous seal across the seam. Follow the seam sealer's manufacturer's procedure for application and tooling process. Tool/Smooth sealer as required. [Fig. 9](#), [Fig. 10](#).

**NOTE:** The mixing tip on the sealer needs to be cut back to apply the heavier bead of sealer.



**Fig. 9**  
Second Seam



**Fig. 10**  
Tooled Seam

1 - Tooled Seam

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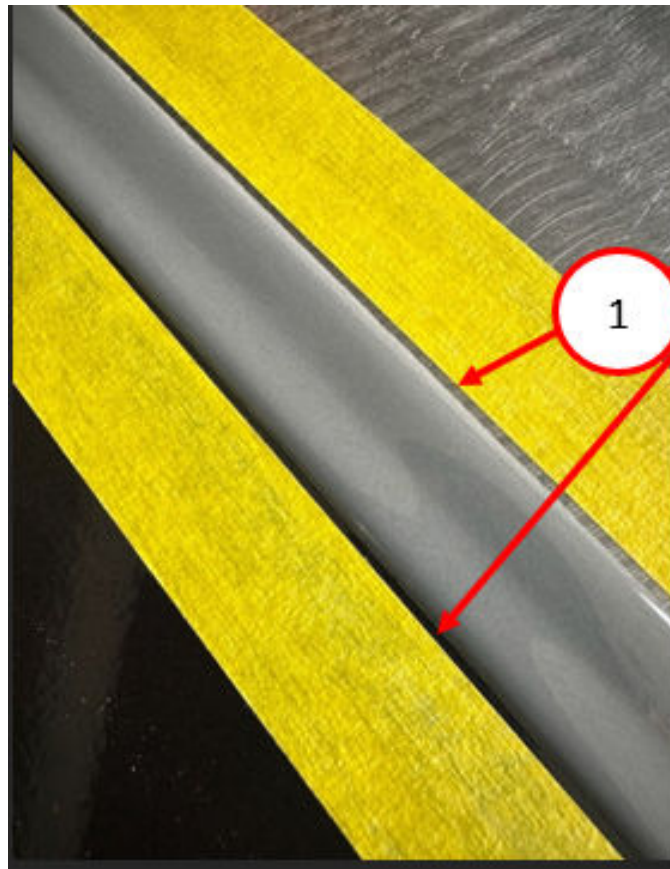
8. Remove the masking tape as soon as the seam sealer has been applied and tooled to produce a smooth edge [Fig. 11](#).



**Fig. 11**  
Finished Smooth Edge

9. Prep for top coat application.

10. Reapply masking tape. Leave 1.58 - 3.17 mm (1/16 in. – 1/8 in.) space between the sealer and tape so that when the base coat and clear coat are applied the sealer is completely covered and does not show Fig. 12.



**Fig. 12**  
Reapplied Masking Tape

1 - Space between Sealer And Tape

11. After the sealer has dried, lightly scuff sand with a Gray (600 grit) Scotch-Brite to produce a rough surface for the basecoat and clear. Remove any light sanding dust with a tack rag.
12. Check the interior color to identify if the interior was painted with single stage color or basecoat / clearcoat.

**NOTE: To check, use 1000 grit sandpaper and lightly sand a small, hidden area of the floor. If the vehicle has been painted with a single stage system, the sanded particles on the sandpaper will be the color of the vehicle (this test will not work on a vehicle painted white). If is not a white vehicle and the vehicle is basecoat / clearcoat, the sanding particles on the sandpaper will be white in appearance.**

**NOTE: If the interior has not been finished with a clearcoat system use the following procedures using a single stage color system in the place of the basecoat/clearcoat system. Apply medium wet coats of single stage color over the sealed repair until hiding is achieved.**

13. After the repair has been scuffed using a #600 grit (Gray) Scotch Brite and tacked with a tack cloth, the repaired area can be prepped for paint.
14. Mask the area completely. Make sure the floor and dash area are completely covered so that overspray from the sealer, basecoat and clearcoat does not stick to any of the interior surfaces.
15. Clean the repair using wax and grease remover. Do not “soak” body shop towels with cleaner. A light dampening will remove any remaining dust caused during the scuffing process and will remove any light oils from the technician's hands that may have been transferred to the repair area. Additionally, be careful to not wet the masking tape with wax and grease remover that is on either side of the repair to help avoid adhesive from the tape from bleeding into the repair area.

16. The area to be refinished is very narrow. A Gravity Feed touch-up gun with a 1.0 fluid tip is recommended for use.

#### **Solvent Basecoat Procedure:**

- If using solvent basecoat procedure, paint the repaired area accordingly.
- Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, SherwinWilliams and Valspar) recommended process for cleaning the primed surface area.
- Apply DAS302X sealer or equivalent.
- Apply DBC basecoat with DX57 hardener or equivalent.
- Apply DC4000 clearcoat with SL814 universal flexibilizer or equivalent.

#### **Waterborne Basecoat Procedure:**

- If using waterborne basecoat procedure, paint the repaired area accordingly.
- Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin Williams and Valspar) recommended process for cleaning the primed surface area.
- Apply ECS2X sealer or equivalent.
- Apply EHP basecoat with T492 and T581 hardener or equivalent.
- Apply DC4000 clearcoat with SL814 universal flexibilizer or equivalent.

**NOTE: Remove the masking tape carefully. Keep in mind the repair is on the floor of the vehicle – do not step on the repaired area.**



**Fig. 13**  
Finished Area

#### **POLICY:**

Reimbursable within the provisions of the warranty.

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