

Technical Service Bulletin (TSB)
C-Pillar Paint Mismatch

REFERENCE:	TSB: 23-054-24 GROUP: 23 - Body	Date:	October 15, 2024	REVISION:	—
VEHICLES AFFECTED:	2024 (VF) RAM Pro Master This bulletin applies to vehicles built on or after April 06, 2024 (MDH 0406XX) and on and before August 12, 2024 (MDH 0812XX) equipped with one of the following: - Cashmere Pearl Coat (Sales Code PFS) - Granite Crystal Met. Clear Coat (Sales Code PAU) - Bright Silver Metallic Clear Coat (Sales Code PS2)			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	The customer may comment on the following: Exterior paint color on leading edge of right body side panel mismatches the C-Pillar Fig. 1.				
CAUSE:	Machine overspray during production				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-148, date of issue October 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.



Fig. 1
Paint Mismatch

REPAIR SUMMARY:

This bulletin involves refinishing the right side sliding door and rear body side panel.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-70-55-90	Right Side Sliding Door and Rear Body Side Panel - Refinish (0 - Introduction)	6 - Electrical and Body Systems	12.9 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
(AR)	MATL	Paint Material Allowance	Refer to DealerCONNECT labor operations for material allowance rate.

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 the symptom/condition, perform the Repair Procedure.

PANEL PREPERATION FOR BASECOAT BLENDING:

1. Color test the panel by spraying a test panel to confirm / adjust for color matching.
2. Clean the affected surfaces with warm water and car wash soap and then rinse thoroughly.
3. Pre-clean the surfaces with Wax and Grease Remover. Use a Volatile Organic Compound (VOC) compliant cleaner if applicable.
4. Thoroughly abrade the panel using the following options:
 - Dry mechanical – P500 with Interface Pad.
 - Dry hand – P800.
 - Wet – P800 or Finer.

NOTE: For full panel clearcoat, thoroughly sand the entire panel beyond the basecoat blend area with 1000 grit.

BASECOAT APPLICATION - STANDARD BLEND PROCESS:

NOTE: For refinishing the VF at the C-pillar, the technician will perform a blend on both adjacent panels. (Axalta Specific – refer to other approved refinish suppliers for procedures).

1. Apply Blender to blend-panel (WB2091) to entire blend panel.
2. Apply first coat of base coat, extend second coat beyond the first coat into wet mid-coat.
3. Apply third coat for smooth transition.

BASECOAT APPLICATION - BLEND PROCESS FOR HIGH METALLIC COLORS:

MIXING:

- Dilute Cromax Pro 20% with WB2091 Blender.
- To diluted color, add 20-30% WB2040 Controller (dry conditions use WB2045).

STEP 1:

Recommended gun setup:

- Normal conditions: 1.2 - 1.3 fluid tip.
 - Hot condition: 1.3 fluid tip.
1. Apply color blender (WB2091) to the entire panel(s) to be blended.
 2. Use the closed-coat method at a 102 mm (4 in.) gun distance with fast speed. Maintain a soft edge. Do not allow wet bed to flash.

STEP 2:

1. Blend using the outside/in application technique.
2. Apply first coat at a 254 mm-305 mm (10-12 in.) gun distance, 75% overlap to the furthest blend point.
3. Apply second coat at a 254 mm-305 mm (10-12 in.) gun distance, 75% overlap staying inside the first coat.
4. Apply third coat at a 254 mm-305 mm (10-12 in.) gun distance, 75% overlap staying inside the second coat.

CLEARCOAT APPLICATION:

Recommended gun setup:

- Normal conditions: 1.2 - 1.3 fluid tip.
 - High Volume Low Pressure (HVLP): 1.3 - 1.4 fluid tip.
1. Apply two medium-wet coats to the rear side panel and sliding door in their entirety. Allow 12–15 minute flash time between coats.
 2. Force dry for 30 minutes at 140°F (60°C).

NOTE: 72500S is not recommended for Air Dry. Use a clear that can be air dried if force dry capability is not available.

POLICY:

Reimbursable within the provisions of the warranty.

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