

**Technical Service Bulletin (TSB)**  
**Windshield Crack at Lower Edge**

<b>REFERENCE:</b>	<b>TSB:</b> 23-031-25 <b>GROUP:</b> 23 - Body	<b>Date:</b>	September 12, 2025	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	<b>2021 - 2023 (VF) RAM ProMaster</b> This bulletin applies to vehicles built on or after July 12, 2021 (MDH 0712XX) and on or before June 23, 2023 (MDH 0623XX).			<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>NOTE:</b> This bulletin applies to the North America market.	
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may comment on the following:</b> <ul style="list-style-type: none"> <li>A crack (or cracks) at the bottom of the windshield.</li> </ul>				
<b>CAUSE:</b>	Manufacturing defect				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-192 date of issue September 12, 2025.

**REPAIR SUMMARY:**

This bulletin involves replacing the windshield.

**NOTE: Only vehicles still under the basic warranty are covered in this TSB.**

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-30-50-9P	Windshield - Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.6 Hrs.
Failure Code	ZZ	Service Action	

**SPARE PARTS:****NOTE: Refer to VIN for specific windshield part number.**

Qty	Part No.	Description	Notes
1 (AR)	68534963AB	Windshield	Sales Codes GBB, GRG, LSU
1 (AR)	68534975AB	Windshield	Sales Codes GBB, LSU, JHC
1 (AR)	68534972AB	Windshield	Sales Codes GBB, LSU
1 (AR)	68534970AB	Windshield	Sales Codes GBB, GRG, LSU, LMG
1 (AR)	68534980AA	Windshield	Sales Codes GBB
1 (AR)	68517543AA	Windshield	Sales Codes GBB, GRG, LSU
1 (AR)	68517545AA	Windshield	Sales Codes GBB, GRG, LSU, LMG
1 (AR)	68517546AA	Windshield	Sales Codes GBB, LSU
1 (AR)	68517547AA	Windshield	Sales Codes GBB, LSU, JHC

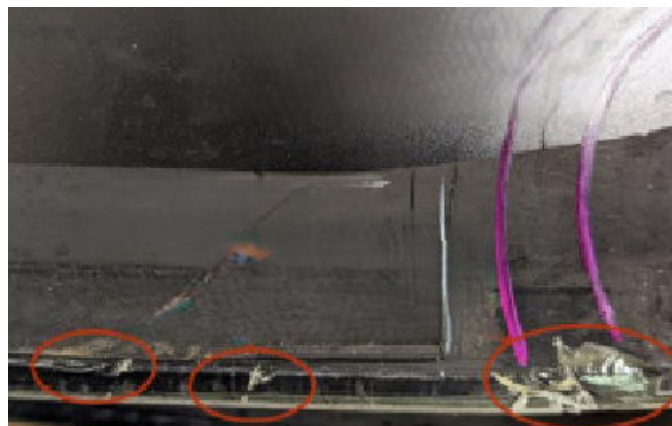
**DIAGNOSIS:**

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

**REPAIR PROCEDURE:**

**NOTE: This is not a proactive repair. This Repair Procedure is to only be performed under this RSU if the vehicle exhibits the symptom/conditions listed in this document.**

1. Inspect the windshield for cracks [Fig. 1](#).



**Fig. 1**  
Windshield Cracks

2. Are any windshield cracks present?
  - YES >>> Proceed to [Step 3](#).
  - NO >>> This bulletin does not apply.
3. Replace the windshield. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 23 - Body / Stationary Glass / Windshield / Removal and Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

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