

Technical Service Bulletin (TSB)

Multi-function Tailgate Requires High Closing Effort

REFERENCE:	TSB: 23-048-26 GROUP: 23 - Body	Date:	September 26, 2026	REVISION:	—
VEHICLES AFFECTED:	2026 - 2027 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or after March 31, 2026 (MDH 0331XX) and on or before July 31, 2026 (MDH 0731XX) equipped with Multi-function Tailgate (Sales Code MWK) and RamBox Cargo Management System (Sales Code XB9).			MARKET APPLICABILITY: ☒ NA☐ CH ☐ EE☐ IAP ☐ SA☒ MEA NOTE: This bulletin applies to the North America and Middle East & Africa markets.	
CUSTOMER SYMPTOM:	Customers may comment on the following: ● Difficulty closing the right-hand Multi-Function Tailgate due to high closing effort.				
CAUSE:	Latch misalignment				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-180, date of issue September 26, 2026. 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 adjusting the Multi-function tailgate.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-00-25-92	Multi-function Tailgate - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
23-00-25-93	Multi-function Tailgate - Inspect And Adjust (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	ZY	Service Action	

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 symptoms listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Cycle the Multi-function Tailgate through a complete open and close sequence.
2. Is excessive force required when closing the right hand Multi-function Tailgate?
 - YES>>> Proceed to [Step 3](#).
 - NO>>> This bulletin has been completed. Use Inspect LOP (23-00-25-92) to close this active RSU.
3. Tighten the JK stabilizer using a ratchet. Confirm stabilizer is secure before moving to striker adjustments [Fig. 1](#).

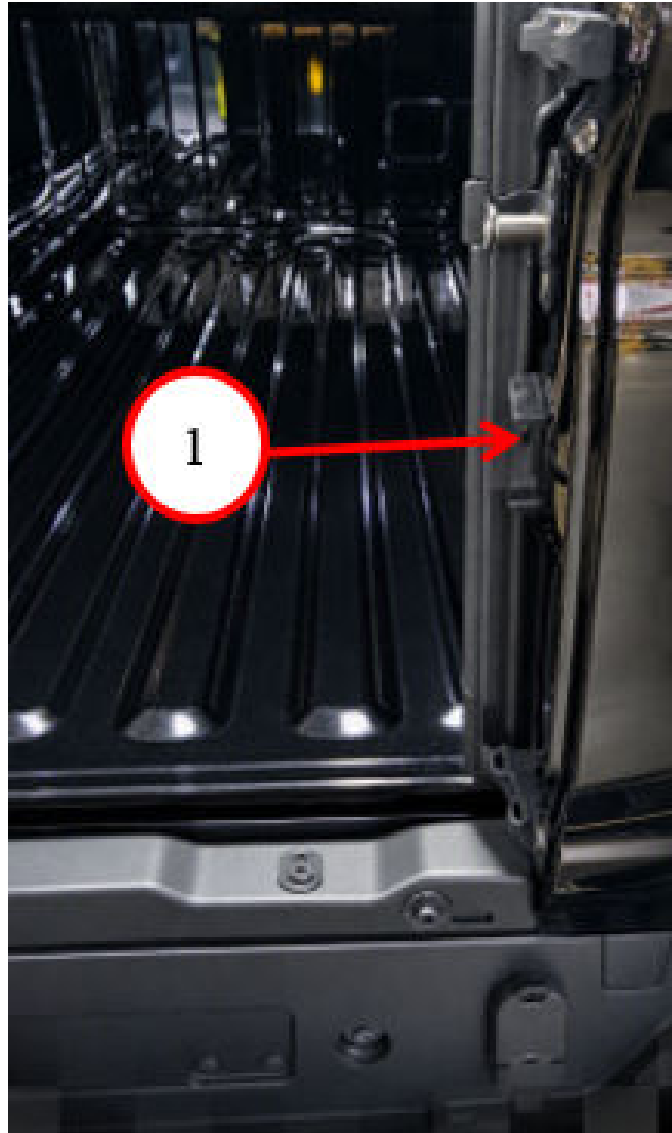


Fig. 1
JK Stabilizer

1 - JK Stabilizer

4. Cycle the 40% door and full gate. Confirm there is no abnormal movement or looseness at the stabilizer interface.

NOTE: A loose or unstable stabilizer can create false closing-effort symptoms and may reduce repeatability during striker adjustment.

5. Loosen the 40% door striker fasteners. Shift the striker rearward in small increments, then retorque to approved specification. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Technical Specifications>**TORQUE SPECIFICATIONS** [Fig. 2](#).



Fig. 2
40% Door Striker

Torquing Striker Fastener

6. Close the 40% door several times. Confirm latch engagement, flush condition, and no secondary interference.

NOTE: Rearward striker movement improves latch capture and can reduce the force required to close the 40% door.

7. Using a soft-face hammer, move the bottom striker rearward as required. Avoid aggressive impact or paint/contact damage [Fig. 3](#).



Fig. 3
Bottom Striker

8. After adjustment, cycle both barn doors and confirm the full gate closes without elevated RH closing effort.

NOTE: Bottom striker position affects door pull-in and final seated condition. Small movement can improve latch engagement.

9. Retorque the bottom striker after rearward adjustment. Confirm the striker did not walk during torque. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Technical Specifications>**TORQUE SPECIFICATIONS** [Fig. 4](#).



Fig. 4

Bottom Striker Torquing

10. Verify striker position, latch engagement, 40% door flush, and full-gate closing effort before proceeding.

NOTE: Do Not Over-Adjust. Excessive rearward movement can create latch imbalance, overflush, or inconsistent secondary latch engagement.

11. Adjust the body-side striker rearward to optimize the full-gate latch engagement and closing effort [Fig. 5](#).



Fig. 5
Body-Side Striker

12. Body-side striker position influences final full-gate pull-in and can reduce elevated closing effort when tuned correctly.

NOTE: Confirm full-gate close, 40% door close, 60% door close, gap/flush, and no rattle or abnormal binding.

13. FINAL INSPECTION CHECKLIST:

- Gate closes consistently without elevated RH effort.
- 40% door latches and releases without abnormal effort.
- 60% door remains functional after striker adjustment.
- Gap and flush meet acceptable service condition.
- All adjusted fasteners retorqued to approved specification.
- Tailgate and barn doors operate normally through multiple cycles.

NOTE: Vehicle should not be released until full gate and both barn door functions are confirmed through repeated operation.

POLICY:

Reimbursable within the provisions of the warranty.

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