



NUMBER: 23-033-15

GROUP: Body

DATE: August 22, 2015

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SUBJECT:

Rattle/Clunking/Popping Noise While Driving Vehicle On Uneven Roads

OVERVIEW:

This bulletin involves replacing the frame to body cushion isolators located under the right and left cab A-pillars.

MODELS:

2014 - 2015 (DJ) Ram 2500 Pickup

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA**

NOTE: This bulletin applies to vehicles built on or before April 18, 2015 (MDH 0418XX).

SYMPTOM/CONDITION:

The customer may describe a rattle/clunking noise or popping that can be heard and felt in the floor under the front passenger or driver side when the vehicle is driven on uneven roads, especially from a higher level to a lower level. Noise may be more audible at cold temperature.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
2	68224164AB	CUSHION, Body Hold Down

REPAIR PROCEDURE:

NOTE: Using a China marker, trace the location of the cushion isolators on the cab body before removal of the cushion isolators. The traced line will assist with cab body alignment while installing the new cushion isolators.

Replace the right and left frame to body cushion isolators located under the right and left cab A-pillars. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Exterior> ISOLATOR, Body> Removal/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
13-28-01-94	Cushion Isolator, Body to Frame (A-Pillar Mount) - Replace Left and Right (2 - Skilled)	6 - Electrical and Body Systems	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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