



NUMBER: 23-040-15

GROUP: Body

DATE: October 31, 2015

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SUBJECT:

Right Sliding Door Will Not Open From Exterior

OVERVIEW:

This bulletin involves replacing the right sliding door exterior handle and rerouting door cable.

MODELS:

2014 - 2015 (VF) Ram Pro Master

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

NOTE: This bulletin applies to vehicles built on or before April 20, 2015 (MDH 0420XX).

SYMPTOM/CONDITION:

The customer may describe that the right sliding door may not open using the exterior handle.

DIAGNOSIS:

If the customer describes the condition, perform the Repair Procedure.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|------|------------|-------------------------------|
| 1 | 06106950AA | Clip |
| 1 | 5RK14JXWAB | Exterior Door Handle assembly |

REPAIR PROCEDURE:

1. Open right sliding door.
2. Remove the trim panel. Refer to 23 - Body/Doors - Sliding/PANEL, Door Trim/Removal.
3. Remove rubber bump stop ([Fig. 1](#)).



Fig. 1 Bump stop

4. Remove the interior door handle. (Refer to 23 - Body/Doors - Sliding/HANDLE, Interior/Removal) ([Fig. 2](#)).



Fig. 2 Interior handle

5. Remove four mounting nuts (1) to outer handle ([Fig. 3](#)).

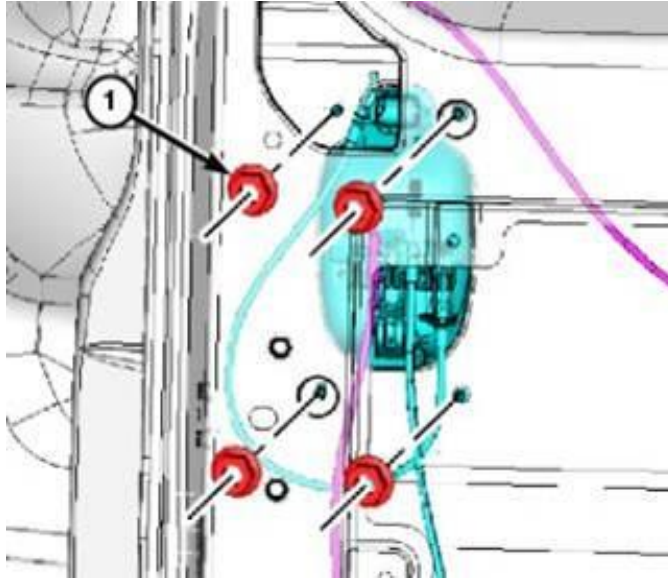


Fig. 3 Door handle nuts

1 - Nuts

6. Remove handle from vehicle and disconnect cable at exterior handle ([Fig. 4](#)).



Fig. 4 Cable connections

7. Remove the cable at the hold open latch from the lower area of the side door ([Fig. 5](#)).



Fig. 5 Hold open latch cable

8. Disconnect interior door handle cable from the handle assembly ([Fig. 6](#)).



Fig. 6 Inside door handle cables

9. If tape is on the end of the cable remove tape from cable ([Fig. 7](#)).



Fig. 7 Remove tape from foam

10. Remove foam from cable ([Fig. 8](#)).



Fig. 8 Remove foam from cable

11. Install additional clip to inside door ([Fig. 9](#)).



Fig. 9 Install additional clip

12. Measure the distance from clip to clip and then subtract 102 mm (4.0 in) from the total measurement ([Fig. 10](#)).



Fig. 10 Measure distance from clip to clip

13. Measure and mark the long foam that was removed to measurement ([Fig. 11](#)).



Fig. 11 Measure foam to cut

14. Cut the foam at mark. ([Fig. 12](#))



Fig. 12 Cut foam

15. Measure (Fig. 13) the remaining smaller length of foam and cut 185 mm (7.25 in) from the foam (Fig. 14). Then discard the excess cut piece of foam.



Fig. 13 Measure smaller foam



Fig. 14 Cut smaller foam

16. Slide the 185 mm (7.25 in) piece of foam over the cable to the latch side ([Fig. 15](#)).



Fig. 15 Install small foam

17. Slide the larger piece of foam over the cable and connect cable to the clip toward the rear of the door ([Fig. 16](#)).



Fig. 16 Cable in clip

18. Connect cable to the clip toward the front of the door and leave 51 mm (2.0 in) on each side from clips ([Fig. 17](#)).

NOTE: On earlier built vehicle the foam may be split; in this case tape the end of the foam to secure foam in place.



Fig. 17 Cable properly routed and secured

19. Connect the blue cable to the handle assembly ([Fig. 18](#)).



Fig. 18 Door handle cables attached

20. Route (Fig. 19) and connect the cable at the lower part from the side door (Fig. 5).



Fig. 19 Routing open latch cable through door

21. Install the handle to the vehicle and engage cable at interior handle (Fig. 6).
22. Install the four mounting nuts (1) to outer handle (Fig. 3). Tighten to 9 N·m (80 in.lbs).
23. Install the interior door handle. (Refer to 23 - Body/Doors - Sliding/HANDLE, Interior/Installation) (Fig. 2).
24. Install rubber bump stop (Fig. 1). Tighten to 25 N·m (221 in.lbs).
25. Install the trim panel. (Refer to 23 - Body/Doors - Sliding/PANEL, Door Trim/Installation).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------------|----------|
| 23-42-15-93 | Handle, door outside - Replace Sliding Door- Right (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.4 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|