



**NUMBER:** 23-050-15

**GROUP:** Body

**DATE:** December 10, 2015

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-120. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**SUBJECT:**

Water Entering Passenger Side Windshield Area

**OVERVIEW:**

This bulletin involves applying clear seam sealer to the passenger side windshield area and pillar.

**MODELS:**

2016 (DS) Ram 1500 Pick Up

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

**NOTE: This bulletin applies to vehicles built on or after August 08, 2015 (MDH 0808XX) and on or before August 24, 2015 (MDH 0824XX).**

**SYMPTOM/CONDITION:**

The customer may experience wet carpet in the right front footwell. This condition may be due to a sealant void between the windshield and the roof pillar.

**DIAGNOSIS:**

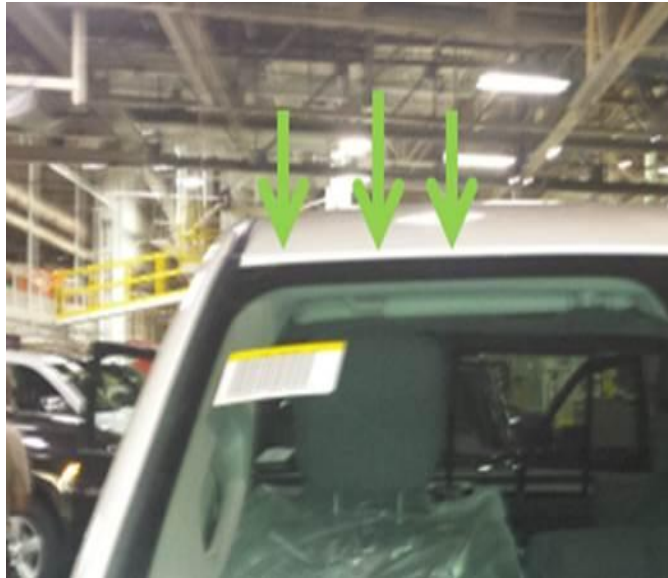
If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	NPN	Kent® Hi-Tech Clear Seam Sealer P10200 or Equivalent

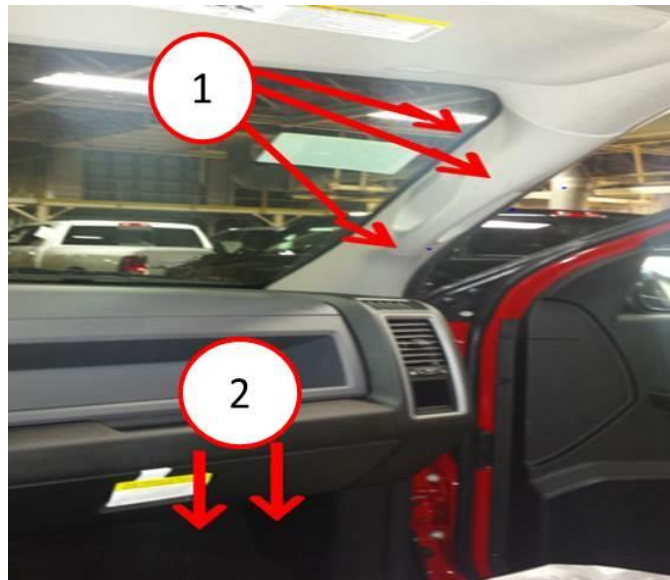
**REPAIR PROCEDURE:**

1. Test vehicle by using a water hose and directing the water stream (high volume medium pressure) to the area identified for 2 minutes (Fig. 1).



**Fig. 1 Water Test Leak Location**

2. Inspect critical areas (1) and (2) identified inside the vehicle for any water residue or leakage (Fig. 2). Inspect behind carpet insulation at bulkhead at the forward most edge of the carpet. Is water leaking inside the vehicle while performing the water leak test?
  - a. YES>>> Water is entering the vehicle. Remove the passenger side windshield molding. Refer to 23 - Body/Weatherstrip/Seals/Weatherstrip, Windshield - Removal. Identify leak location by using an air hose on the outside edge of the windshield and repair with Kent® Hi-Tech Clear Seam Sealer or Equivalent. Continue to [Step #3](#).
  - b. NO>>> Water is not entering the vehicle. This bulletin has been completed, use LOP (23-02-65-93) to close the active RRT.
3. After the sealant has been allowed to fully dry per the manufacturer's directions, repeat [Step #1](#) for water test.
4. Inspect for any trace of water coming from the windshield suspected areas or appearing in the right front footwell (Fig. 2).
  - a. If no water is found entering the vehicle interior during the water test then the sealant process is complete.
  - b. If water is still leaking, normal diagnosis for water leaks may be necessary.



**Fig. 2 Potential Leak Areas**

- 1 - A-Pillar
- 2 - Passenger Foot Well

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5. Reinstall the passenger side windshield molding. Refer to 23 - Body/Weatherstrip/Seals/Weatherstrip, Windshield - Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-02-65-93	Inspect And Perform Water Leak Test At Passenger Windshield to A-Pillar (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-02-65-94	Perform Water Leak Test At Passenger Windshield to A-Pillar And Reseal (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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