



NUMBER: 23-029-18

GROUP: 23 - Body

DATE: June 27, 2018

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 18-070. 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:

Hood Vibrates, Shakes or Flutters While Driving at Highway Speeds

OVERVIEW:

This bulletin involves additional urethane to the inner hood panel.

MODELS:

2019 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after October 02, 2017 (MDH 1002XX) and on or before April 30, 2018 (MDH 0430XX).

SYMPTOM/CONDITION:

Customers may experience the hood outer surface to have a shake or flutter while driving at highway speeds above 105 kph (65 mph).

This condition is caused from insufficient bonding between the inner hood to the supports.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

PARTS REQUIRED:

Qty.	Part No.	Description
1	04187367AB	Windshield Urethane
14	04878883AA	Push Pin

NOTE: Each windshield urethane adhesive tube will service approximately 3 vehicles.

REPAIR PROCEDURE:

NOTE: No inspection is needed if the vehicle is on the RRT VIN list.

1. Open the hood.
2. Remove and discard the (14) push pins (Fig. 1) from silencer pad.

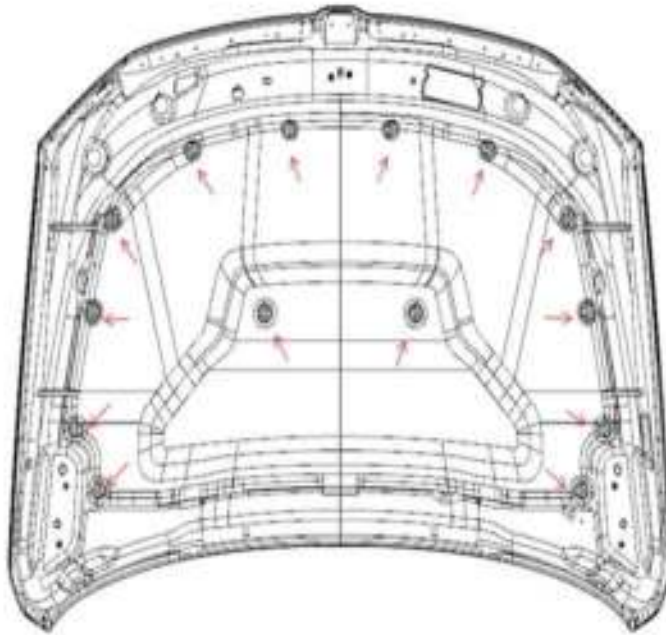


Fig. 1
Push Pin Locations

3. Remove the Hood Silencer pad (Fig. 2) .

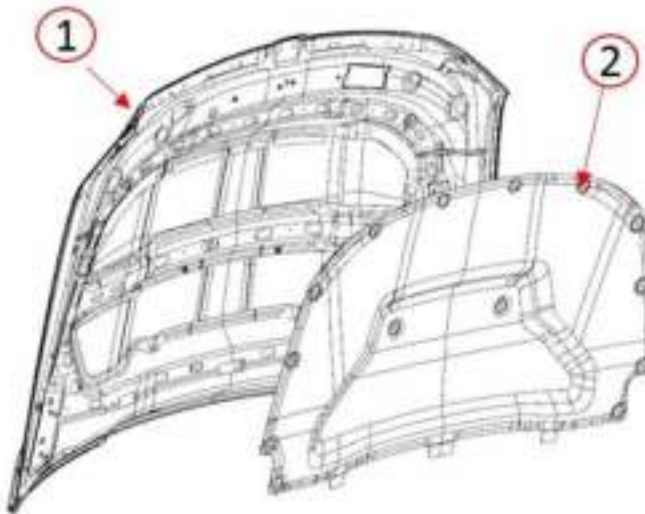


Fig. 2
Hood Silencer Pad

- 1 - Hood
2 - Hood Silencer Pad

4. Pull down and hold the hood inner panel by hand.
5. Wipe the flanges of excess dust or dirt at the defective locations.

NOTE: Residual anti-flutter material does not need to be removed , new urethane can be applied over the existing material.

6. Apply a 5 mm (0.2 in) diameter windshield urethane (MOPAR #04187367AB) bead 50 mm (2.0 in) in length (Fig. 4) at these locations in (Fig. 5) .



Fig. 3
Application Process

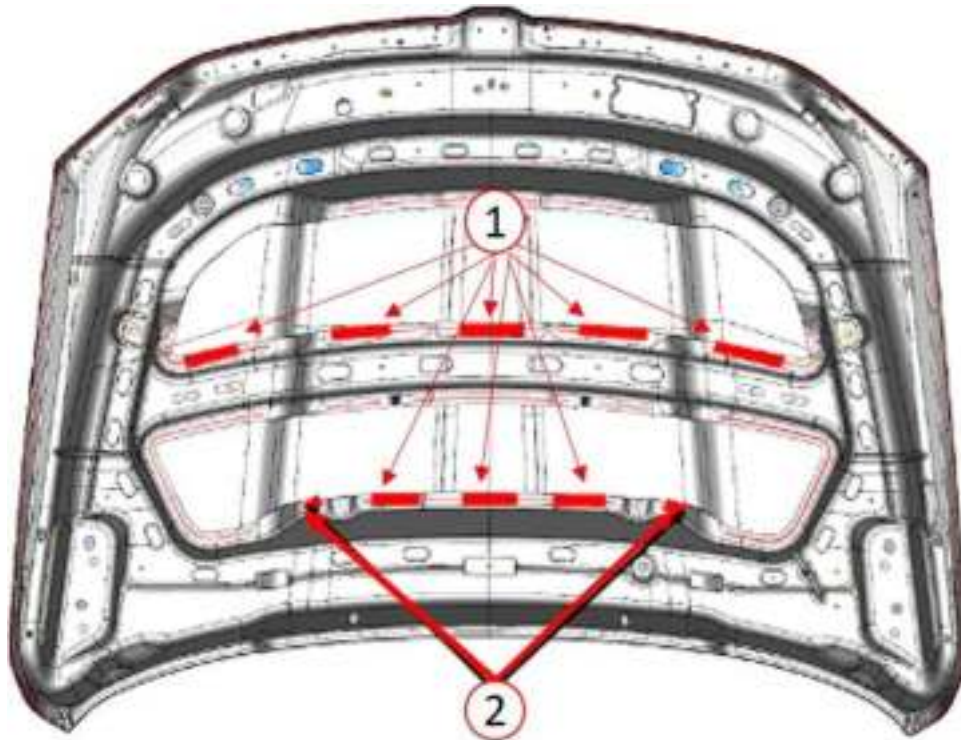


Fig. 4
Urethane Application Areas

- 1 - Apply Urethane in These Areas
- 2 - This Area is Less Than Two Inches – Fill Completely with Urethane in These Two Locations

7. Once applied, verify that the urethane is bonded to both the hood inner and outer surfaces.

NOTE: To prevent hood indentations, do not apply pressure on the outer hood to wet out or try and bond, only the void should be filled between the inner hood and support beams.

8. Allow the urethane to cure one hour with the hood either open or closed at an ambient temperature between 16°- 21°C (60°-70°F).

NOTE: Do not close the hood at this time with any force that may disturb the urethane.

9. After one hour of the urethane cure time, reinstall the hood silencer pad (Fig. 2) using (14 new push pins, MOPAR #04878883AA) (Fig. 1) .

NOTE: Vehicle must not be driven for at least 24 hours.

POLICY:

Reimbursable within the provisions of the warranty.

NOTE: Alternate Transportation reimbursement can be submitted on the same claim as the warranty repair. Refer to Warranty Bulletin D-15-15 (Rev. A) for complete guidelines.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-02-91-91	Urethane addition to the Inner Hood Area - Repair (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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PART REIMBURSEMENT DETAIL:

Part No:	Description
NPN	Windshield Urethane

NOTE: This part number is for reimbursement only and will need to be claimed for the value of the windshield urethane adhesive or it will be rejected. If this is a non-MOPAR part or product, a copy of the invoice showing the purchase of the non-MOPAR part or product needs to be attached to the reimbursement claim.