



NUMBER: 23-053-16

GROUP: Body

DATE: November 15, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-101. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT.

SUBJECT:

Hemi Emblems Installed On Vehicles Equipped with A 3.6L Engine

OVERVIEW:

This bulletin involves removing the Hemi emblem on the front fenders of specifically equipped vehicles.

MODELS:

2017 (DS) 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 August 24, 2016 (MDH 0824XX) and on or before October 26, 2016 (MDH 1026XX) equipped with 3.6L V6 24V VVT Engine (Sales Code ERB) and equipped with Customer Preferred Package (Sales Code 22Q).

SYMPTOM/CONDITION:

Customers may notice Hemi emblems on the front fenders (Fig. 1) of their 3.6L engine and midnight package (Sales Code 22Q) vehicle.



Fig. 1 HEMI Emblem

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

REPAIR PROCEDURE:

1. If the vehicle has Hemi emblems installed and the vehicle does not have a Hemi engine, the emblem will need to be removed.

CAUTION: Do not exceed 52°C (120°F) when heating name plates, decals or body panels. Failure to follow this caution may result in damage to the name plates, decals and/or the vehicle paint finish.

NOTE: The exterior name plates are attached to the body with adhesive tape.

2. Remove the Hemi emblems on the front fenders.
 - a. If temperature is below 21°C (70°F), warm emblem with a heat lamp/gun. Do not exceed 52°C (120°F) when heating emblem for removal.
 - b. Using a trim removal tool or equivalent, carefully remove the name plate from the body panel as necessary.
 - c. Thoroughly clean all residue from the name plate attachment areas of the body.
 - d. Wipe the attachment areas with a clean, lint-free cloth moistened with a 50% solution of water and alcohol. Wipe dry the areas immediately with a dry, lint-free cloth.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-03-08-9H	Nameplate "Hemi" Emblem - Both Fenders - Remove (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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