



**NUMBER:** 23-026-17

**GROUP:** 23 - Body

**DATE:** June 1, 2017

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-040. 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:***

Sublime Green Outside Door Handle Paint Adhesion Issue

***OVERVIEW:***

This bulletin involves inspecting the exterior door handles for paint chipping off and replacing all handles if chipping is found. VINs in the attached RRT list require handle replacement without inspection.

***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 February 17, 2017 (MDH 0217XX) and on or before April 27, 2017 (MDH 0427XX).**

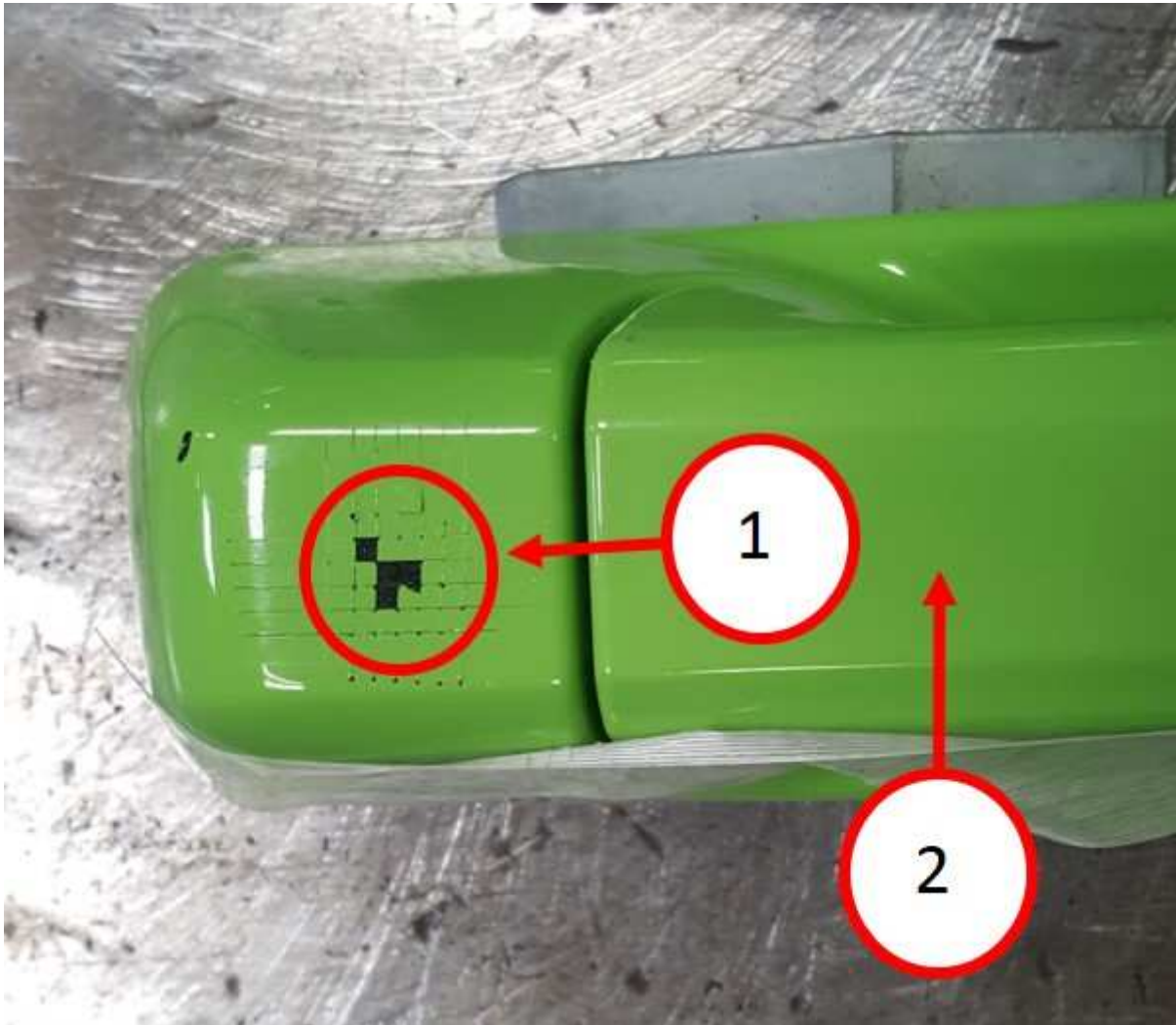
***SYMPTOM/CONDITION:***

**NOTE: This bulletin only applies to vehicles with the "Sublime Green" color paint option (Sales Codes FFB).**

The customer may comment that the paint is chipping off one or more of the exterior door handles.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list or if the customer notices chipped paint on any of the exterior door handles, all outside door handles must be replaced (Fig. 1) .



**Fig. 1**  
**Bad Exterior Door Handle**

- 1 - Chipping Paint (Chipping can be anywhere on Exterior Door Handle)
  - 2 - Exterior Door Handle
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**PARTS REQUIRED:**

Qty.	Part No.	Description
1	1GH19FFBAD	Exterior Door Handle
1	1UJ81FFBAG	Exterior Door Handle
1	1GH21FFBAD	Exterior Door Handle
1	1UJ86FFBAG	Exterior Door Handle
1	1GH18FFBAD	Exterior Door Handle

**REPAIR PROCEDURE:**

1. Remove the exterior front door handles. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Door - Front/Handle, Exterior/Removal.
2. Remove the exterior rear door handles. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Doors - Rear/Handle, Exterior/Removal.
3. Install the exterior front door handles. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Door - Front/Handle, Exterior/Installation.
4. Install the exterior rear door handles. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Doors - Rear/Handle, Exterior/Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-42-15-9B	Exterior Door Handles - Replace All (1 - Semi-Skilled)	6 - Electrical and Body Systems	3.4 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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