

# Technical Service Bulletin



**SUBJECT:**  
Water Leaking Through  
Rear Window

**NO:** 23-27-97  
**GROUP:** Body  
**DATE:** May 9, 1997

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## MODELS:

1994 - 1997 (BR) Ram Trucks

## SYMPTOM/CONDITION:

Water leaking past rear window module into cab of vehicle.

## DIAGNOSIS:

1. Remove the rear interior closure panel trim. Refer to the 1997 Ram Truck Service Manual (Publication No. 81-370-7108), page 23-41, for information regarding rear closure panel trim removal procedures.
2. Apply generous amounts of water to the lower portion of the rear window module.
3. Slowly move the water up the left side of the module then, the right side of the module.
4. Apply water to the upper portion of the rear window module.
5. Apply water to the roof of the cab primarily near the roof line where the door frame meets the roof panel.

The point where water starts to enter the cab identifies the proximity of the actual area that will require the repair.

If water is identified leaking into the cab past the rear window module, perform the Repair Procedure. The Repair Procedure is divided into four categories; Standard Cab - Fixed Rear Window, Standard Cab - Sliding Rear Window, Extended Cab - Fixed Rear Window, or Extended Cab - Sliding Rear Window. Perform only the appropriate Repair Procedure.

## PARTS REQUIRED:

|        |          |  |
|--------|----------|--|
| AR (1) | 04467708 | Silicone Windshield And Glass Sealer     |
| AR (1) | 55135301 | Sliding Rear Window Module, Standard Cab |
| AR (1) | 55275317 | Sliding Rear Window Module, Extended Cab |
| AR (1) | NPN      | Urethane Adhesive (See Warning)          |

AR (1) NPN

6mm (1/4 in.) Diameter Butyl Rope Seal

**REPAIR PROCEDURE:**

This bulletin involves either repairing the leak or replacing the rear window module.

**STANDARD CAB - FIXED REAR WINDOW**

The standard cab fixed rear window module is a one piece glass - RIM urethane assembly and is secured to the sheet metal utilizing a urethane adhesive. The only place a fixed (one piece) rear window may leak is at the joint between the sheet metal of the cab and the window module. Only repair the area where water is leaking past the seal.

1. Clean and dry the area that is allowing water to leak past the seal.
2. Apply urethane adhesive (See Warning) to the joint area between the cab sheet metal and the cab side of the window module.
3. After the urethane adhesive cures, water test the repaired area. If water is still passing by the rear window module, repeat the process until the area is completely sealed.

**STANDARD CAB - SLIDING REAR WINDOW**

The standard cab sliding rear window is an assembly of glass/plastic/aluminum and cast RIM urethane. Sliding rear windows may leak around the window module, leaking past the vertical seams (between the outboard (fixed) glass and inboard (sliding glass) and/or at the latching area), or the horizontal seams.

**WATER LEAKING PAST THE REAR WINDOW MODULE**

Follow the repair steps outlined for the Standard Cab - Fixed Rear Window.

**WATER LEAKING PAST THE VERTICAL SEAMS**

If water is leaking past the vertical seams into the cab of the vehicle, replace the rear window module with p/n 55135301. Refer to the 1997 Ram Truck Service Manual (Publication No. 81-370-7108), pages 23-7 and 23-8 for information regarding rear window (backlite) module replacement (See Warning).

**WARNING: URETHANE ADHESIVES ARE APPLIED AS A SYSTEM. USE GLASS CLEANER, GLASS PREP SOLVENT, GLASS PRIMER, RIM URETHANE PRIMER, AND PINCHWELD PRIMER PROVIDED BY THE ADHESIVE MANUFACTURER. IF NOT, STRUCTURAL INTEGRITY COULD BE COMPROMISED.**

**(WARNING CONT.)**

**CHRYSLER DOES NOT RECOMMEND GLASS ADHESIVES BY BRAND. TECHNICIANS SHOULD REVIEW PRODUCT LABELS AND TECHNICAL DATA SHEETS, AND USE ONLY ADHESIVES THAT THE ADHESIVE MANUFACTURE WARRANTS MEETS THE REQUIREMENTS OF FMVSS 212. TECHNICIANS SHOULD ALSO INSURE THAT PRIMERS AND CLEANERS ARE COMPATIBLE WITH THE PARTICULAR ADHESIVE USED.**

**BE SURE TO REFER TO THE URETHANE MANUFACTURER'S DIRECTIONS FOR CURING TIME SPECIFICATIONS, AND DO NOT USE ADHESIVE AFTER ITS EXPIRATION DATE.**

**WATER LEAKING PAST THE HORIZONTAL SEAMS**

Water management for the horizontal seams include drainage holes at the bottom of the rear window module seal. The drainage holes can be found along the bottom edge of the urethane plastic module. Check to verify that the drainage holes are clear and are not restricting water flow through them.

**CAUTION: DO NOT FORCE SHARP OBJECTS THROUGH THE HOLE. THE HOLES ON THE UPPER PORTION OF THE URETHANE PLASTIC MODULE DO NOT LINE UP WITH THE HOLES ON THE LOWER PORTION OF THE MODULE.**

If the water drainage holes are free from restrictions, apply Silicone Windshield And Glass Sealer (p/n 04467708) to the joint where water is coming in.

**EXTENDED CAB - FIXED REAR WINDOW**

The extended cab rear window module consists of a loose piece of glass and a rubber weatherstrip seal. The two pieces are assembled into a module. The module is then roped into the sheet metal opening of the cab rear panel. Leakage can occur between the glass and rubber weatherstrip seal or the rubber weatherstrip seal and the cab rear panel.

**WATER LEAKING BETWEEN THE GLASS AND RUBBER WEATHERSTRIP SEAL**

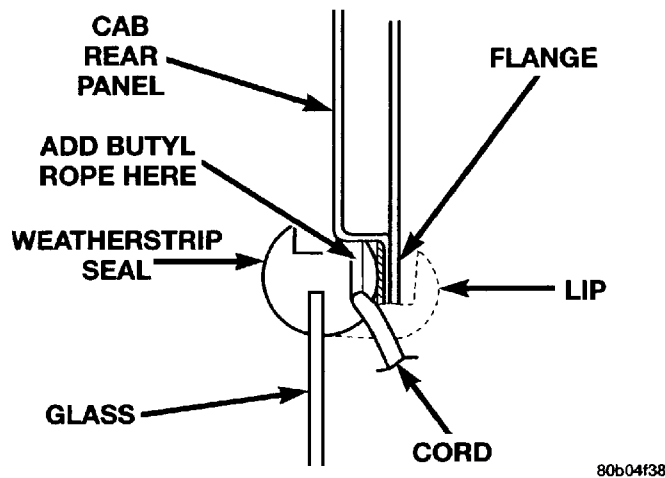
1. Remove the rear window module. Refer to the 1997 Ram Truck Service Manual (Publication No. 81-370-7108), page 23-9 and 23-10 for information regarding rear window (backlite) removal and installation procedures.
2. Remove the glass from the module.

3. Clean the U-Channel of the rubber weatherstrip seal with mild detergent. The channel must be free from any dirt.

4. Install the glass into the rubber weatherstrip seal.
5. Install the rear window module into the vehicle. Refer to the 1997 Ram Truck Service Manual (Publication No. 81-370-7108), page 23-9 and 23-10 for information regarding rear window (backlite) removal and installation procedures.
6. Water test the repair.
7. If water is still leaking between the glass and rubber weatherstrip seal, apply Silicone Windshield And Glass Sealer (p/n 04467708) to the joint where water is coming in.

#### WATER LEAKING BETWEEN THE CAB REAR PANEL AND THE RUBBER WEATHERSTRIP SEAL

To repair a water leak between the cab rear panel sheet metal and the rubber weatherstrip seal, apply the 6mm (1/4 in.) butyl rope seal to the leaking area between the rubber weatherstrip seal and the cab rear panel (Figure 1).



**FIGURE 1 - Rear Window Module - Fixed Glass**

#### EXTENDED CAB - SLIDING REAR WINDOW

The extended cab sliding rear window module is similar in construction to the extended cab fixed rear window. It consists of a glass/plastic/aluminum window unit and a rubber weatherstrip seal. The sliding rear window may leak between the glass frame and the rubber weatherstrip seal of the window module, between the sheet metal and the rubber weatherstrip seal, leaking past the vertical seams, (between the outboard (fixed) glass and inboard (sliding glass) and/or at the latching area), or the horizontal seams.

### WATER LEAKING BETWEEN THE GLASS FRAME AND RUBBER WEATHERSTRIP SEAL

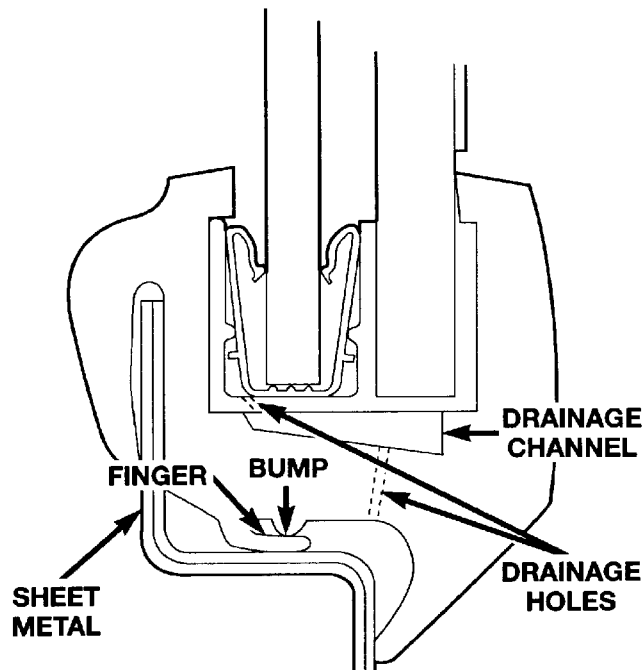
Follow the repair steps outlined for the Extended Cab - Fixed Rear Window.

**NOTE: APPLY SEALER BETWEEN THE MOLDED RUBBER AND THE FIXED GLASS ONLY. DO NOT APPLY SEALER BETWEEN THE RUBBER AND METAL FRAME AT THE BOTTOM OF THE MODULE, AS EXCESS SEALER COULD PLUG THE DRAINAGE HOLES.**

### WATER LEAKING BETWEEN THE SHEET METAL AND THE RUBBER WEATHERSTRIP SEAL

To repair a water leak between the sheet metal and the rear window module, apply the 6mm (1/4 in.) butyl rope seal to the leaking area between the rubber weatherstrip seal and the sheet metal (Figure 2).

**CAUTION: MAKE SURE THE BUTYL ROPE IS INSTALLED SO THAT IT SEALS TIGHTLY UP AGAINST THE WINDOW MODULE'S SEALING FINGER. FAILURE TO INSTALL THE BUTYL ROPE PROPERLY COULD RESULT IN PLUGGING THE DRAINAGE HOLES (FIGURE 2) IN THE RUBBER WEATHERSTRIP SEAL.**



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**FIGURE 2 - Rear Window Module - Sliding Window - Weatherstrip Seal At Level "D"**

WATER LEAKING PAST THE VERTICAL SEAMS

If water is leaking past the vertical seams into the cab of the vehicle, replace the rear window module with p/n 55275317. Refer to the 1997 Ram Truck Service Manual (Publication No. 81-370-7108), pages 23-9 and 23-10 for information regarding rear window (backlite) module replacement.

**NOTE: BEFORE REPLACING THE REAR WINDOW MODULE, MAKE SURE THE REPLACEMENT MODULE IS AT LEVEL "D." VISUALLY INSPECT THE LOWER PORTION OF THE RUBBER WEATHERSTRIP SEAL FOR A SMALL BUMP IN THE SEAL NEXT TO THE SEALING FINGER (FIGURE 2) TO IDENTIFY THAT THE REPLACEMENT MODULE IS AT LEVEL "D."**

WATER LEAKING PAST THE HORIZONTAL SEAMS

Water management for the horizontal seams include drainage holes at the bottom of the rear window module sliding track and window seal (Figure 2). Check to verify that the drainage holes are clear and are not restricting water flow through them.

**CAUTION: DO NOT FORCE SHARP OBJECTS THROUGH THE HOLE. THE HOLES ON THE SLIDING WINDOW TRACK DO NOT LINE UP WITH THE HOLES ON THE LOWER PORTION OF THE RUBBER MOLDING.**

If the water drainage holes are free from restrictions, apply Silicone Windshield And Glass Sealer (p/n 04467708) to the joint where water is coming in.

**NOTE: APPLY SEALER BETWEEN THE MOLDED RUBBER AND THE FIXED GLASS ONLY. DO NOT APPLY SEALER BETWEEN THE RUBBER AND METAL FRAME AT THE BOTTOM OF THE MODULE, AS EXCESS SEALER COULD PLUG THE DRAINAGE HOLES (FIGURE 2).**

**POLICY:** Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

|                     |                                      |          |
|---------------------|--------------------------------------|----------|
| Labor Operation No: | Reseal Rear Window                   |          |
|                     | 23-50-10-90 .....                    | 0.7 Hrs. |
|                     | Rear Window - Replace - Standard Cab |          |
|                     | 23-30-34-92 .....                    | 1.6 Hrs. |
|                     | Rear Window - Replace - Extended Cab |          |
|                     | 23-30-34-93 .....                    | 1.0 Hrs. |



**FAILURE CODE: XX -**