



NUMBER: 23-015-13

GROUP: Body

DATE: April 03, 2013

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SUBJECT:

Ram Box Lid Discoloration (X50 Warranty Extension)

OVERVIEW:

This bulletin involves inspecting and if necessary replacing the Ram Box Lid.

MODELS:

2010 (DS) Ram 1500 Pickup

NOTE: This bulletin applies to vehicles equipped with RamBox Cargo Management System sales code XB9 built between November, 18, 2009 (MDH111813) and July 06, 2010 (MDH070609).

SYMPTOM/CONDITION:

Ram box lid discoloration.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68054178AD	Door, Storage Bin, Right
1 (AR)	68054179AD	Door, Storage Bin, Left

REPAIR PROCEDURE:

1. Inspect the right and left black texture top surface on the Ram Box Lid. Is the surface fading or does it appear chalky or green ([Fig. 1](#))?
 - a. Yes >>> Replace the suspect Ram Box Lid assembly. Refer to the detailed service information in DealerCONNECT> TechCONNECT> Service Information tab> 23-Body> Box, Pickup> Removal/Installation> RAM BOX STORAGE.
 - b. No >>> Return the vehicle to the customer.

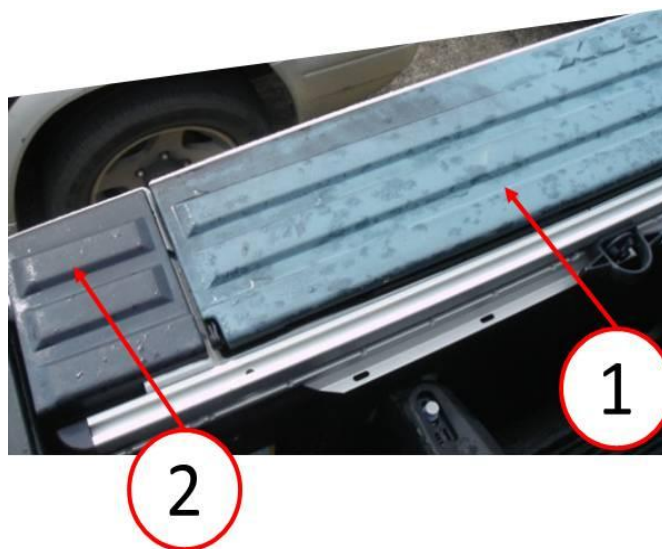


Fig. 1 Ram Box

1 - Ram Box Lid

2 - Bed Rail Cap

POLICY:

Reimbursable within the provisions of the extended warranty.

Vehicles included in this Service Bulletin applies to U.S. Market (sales code YAA), Canada Market (sales code YAC), Mexico Market (Sales Code YAD), and International Markets. See Warranty Bulletins; U.S. D-13-17, Canada SAB 2013-13, Mexico BG-08-13, and International ID-13-09 for details associated with the extended warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
23-09-09-94	Inspect Both Ram Box Lids Only (1 - Semi-Skilled)	0.2Hrs.
23-09-09-96	Inspect and Replace Both Ram Box Lids Only (1 - Semi-Skilled)	0.7 Hrs.
23-09-09-95	Inspect and Replace One Ram Box Lid Only (1 - Semi-Skilled)	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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