



NUMBER: 23-031-16

GROUP: Body

DATE: June 22, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-058. 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:

RamBox Lid Left Applique Loose

OVERVIEW:

This bulletin involves inspecting and if necessary, replacing the affected 6`4” RamBox lid applique.

MODELS:

2016	(DS)	Ram 1500 Pickup
2016	(D2)	Ram 3500 Pickup
2016	(DJ)	Ram 2500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after January 19, 2016 (MDH 0119XX) and on or before February 25, 2016 (MDH 0225XX) equipped with RamBox Cargo Management System (Sales Code XB9).

SYMPTOM/CONDITION:

The customer may describe what appears to be a gap between the left applique and the RamBox lid.

Applique may separate at lid, due to insufficient adhesive bond strength.

DIAGNOSIS:

If a customer’s VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	1WX171W7AA	Applique Storage Bin Left
	MATL	Paint Material Allowance — See LOP for material allowance

REPAIR PROCEDURE:

1. If the left applique separation is visible anywhere at the lid ([Fig. 1](#)), the affected applique will need to be replaced.



Fig. 1 Applique separation

2. Was any seam separation found at the RamBox lid applique?
 - a. YES>>> Replace and paint the affected applique as required if signs of separation are shown. Proceed to [Step #3](#).
 - b. NO>>> Applique separation from the lid was not found. This bulletin has been completed. Use LOP (23-09-09-97) to close the active RRT.
3. Replace the applique. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>Refer to 23 - Body/Exterior/BOX, Pickup/Removal/Installation>RamBox Applique for the applicable procedure.
4. Applique comes primed and must be painted to match body color.
5. Which type of basecoat will be used?
 - a. Solvent basecoat >>> proceed to [Step #6](#).
 - b. Waterborne basecoat >>> proceed to [Step #10](#).

Solvent basecoat procedure

6. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin-Williams and Valspar) recommended process for cleaning and refinishing a primed flexible plastic component.
7. Apply DAS302X sealer with DX814 Universal Flexibilizer or Equivalent.
8. Apply DBC basecoat with DX57 hardener or equivalent.
9. Apply DC4000 clearcoat with DX814 Universal Flexibilizer or Equivalent. Repair complete.

Waterborne basecoat procedure

10. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin-Williams and Valspar) recommended process for cleaning and refinishing a primed flexible plastic component.
11. Apply ECS2X sealer with S1V814 Universal Flexibilizer or Equivalent.
12. Apply EHP basecoat with T492 and T581 hardener or equivalent.
13. Apply DC4000 clearcoat with DX814 Universal Flexibilizer or Equivalent. Repair Complete.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-09-09-97	Applique - Inspect Left Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.0 Hrs.

	Related		
95-23-09-50	Handling Fee For RamBox Applique Separation Inspection.		\$5.00

Labor Operation No:	Description	Skill Category	Amount
23-09-09-98	RamBox Applique - Replace Left Side	6 - Electrical and Body Systems	0.4 Hrs.
23-70-16-90	RamBox Applique - Left side - Refinish Monotone or Two Tone Color Material Allowance \$46.23 Includes Paint Prep Labor Time (1 - Semi-Skilled)	14 - Refinish	1.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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