



NUMBER: 23-019-19 REV. A

GROUP: 23 - Body

DATE: August 23, 2019

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This bulletin supersedes Service Bulletin 23-019-19, dated June 18, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include adding DS vehicles, additional markets and updated build date notes.**

This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-044, dated June 18, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library.

SUBJECT:

RamBox Applique Separation/Delamination

OVERVIEW:

This bulletin involves inspecting and possibly removing, installing new tape and re-installing one or both of the RamBox appliques.

MODELS:

**2019	(DS)	RAM 1500 Pickup **
2019	(DJ)	RAM 2500 Pickup
2019	(D2)	RAM 3500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, ****APAC, LATAM**** and EMEA.

NOTE: ****This bulletin applies to DS vehicles built on or after January 08, 2019 (MDH 0108XX) and on or before June 05, 2019 (MDH 0605XX) equipped with a RamBox Cargo Management System (Sales Code XB9) and a 6 ft. Cargo Box (Sales Code 5ZE).****

NOTE: This bulletin applies to ****DJ and D2 vehicles built on or after January 08, 2019 (MDH 0108XX) and on or before June 10, 2019 (MDH 0610XX)**** equipped with a RamBox Cargo Management System (Sales Code XB9) and a 6 ft. Cargo Box (Sales Code 5ZE).

SYMPTOM/CONDITION:

Customers may comment on the following:

- One or both of the RamBox appliques are separating/delaminating from the RamBox doors.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Diagnostic Procedure.

1. Visually inspect both RamBox appliques for separation/delamination (Fig. 1) .
2. Was any separation/delamination found?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use inspect LOP (23-09-09-99) to close the active RRT.



Fig. 1

Examples of RamBox Separation or Delamination

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	NPN	3M EX4011 Tape or equivalent
1 (AR)	NPN	3M 4298 Adhesion Promoter or equivalent

NOTE: Each roll of tape will service five vehicles and the adhesion promoter packet will service one per vehicle.

REPAIR PROCEDURE:

NOTE: If no separation/delamination is found, do not remove the applique. Only remove the applique that has separation issues.

1. Remove the applique from the RamBox door. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body/Exterior/Ram Box/Removal.

CAUTION! Ensure the red liner side of the tape is applied to the applique. Failure to do so may result in the applique not adhering to the RamBox door properly.

2. Install the applique to the RamBox door. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body/Exterior/Ram Box/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-09-09-99	RamBox Applique - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-09-09-9A	RamBox Applique - Inspect and Re-Install One Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 Hrs.
23-09-09-9B	RamBox Applique - Inspect and Re-Install Both Sides (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.0 Hrs.

FAILURE CODE:

ZZ	Service Action
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