



STAR ONLINE PUBLICATION



Case Number: S2023000048

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Symptom/Vehicle Issue: Left Rambox Lid Unlatches By Itself

Customer Complaint/Technician Observation:

Customer may complain of Left Side Rambox lid unlatches without pressing the open button. Additional customer observations listed below:

- EVERYTIME THE TRUCK IS UNLOCKED THE RAM BOXES UNLATCHES.
- DRIVER SIDE RAM BOX UNLATCHES ON ITS OWN. HAPPENS WHILE DRIVING AND EVEN JUST SITTING THERE OVER NIGHT.
- LEFT RAM LID BOX WILL UNLATCH WHEN NOT LOCKED.
- LEFT TOOL BOX UNLATCHES AT TIMES FOR NO REASON.
- DRIVER RAM BOX UNLATCHES ON IT'S OWN IF VEHICLE IS LEFT UNLOCKED.

Discussion: Inspect the left Rambox Door Lock Actuator harness (fig 1 item #5) for water intrusion at the connector. If water contamination and or corrosion is found in the Rambox door lock harness replace the harness with 68365711AB or later. AB level harness should have seals at the unused pins in the connector. Inspect the replacement harness for these seals (fig 2) . At time of publication 68365711AB is the latest part available. Always refer to STAR Parts for the most current part levels.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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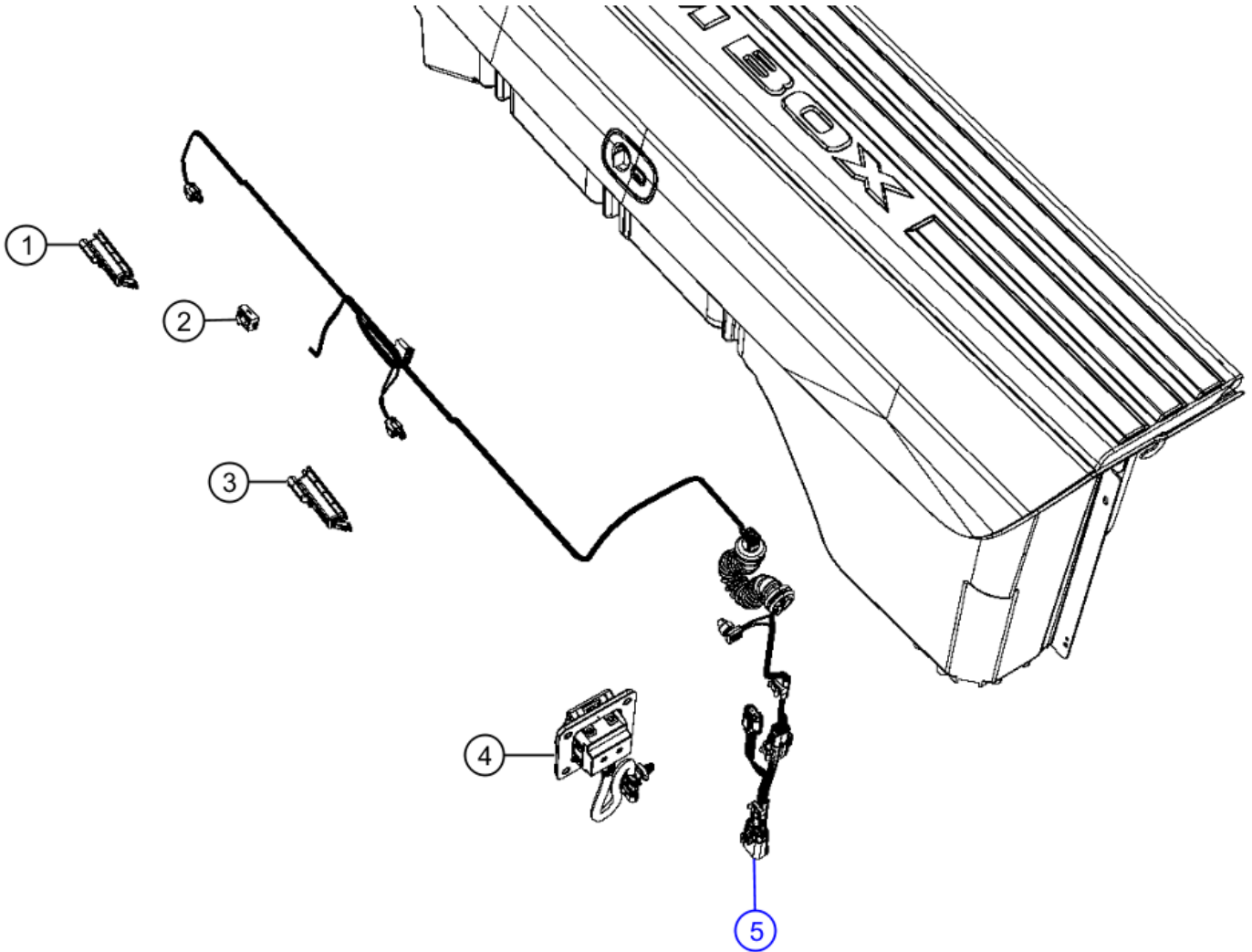


Fig 1 Left Rambox Door Lock Actuator Harness Item 5

Removal of the Rambox will be necessary to gain access to the harness. See Service information 23 - Body / Exterior / RAM BOX / Removal and Installation.

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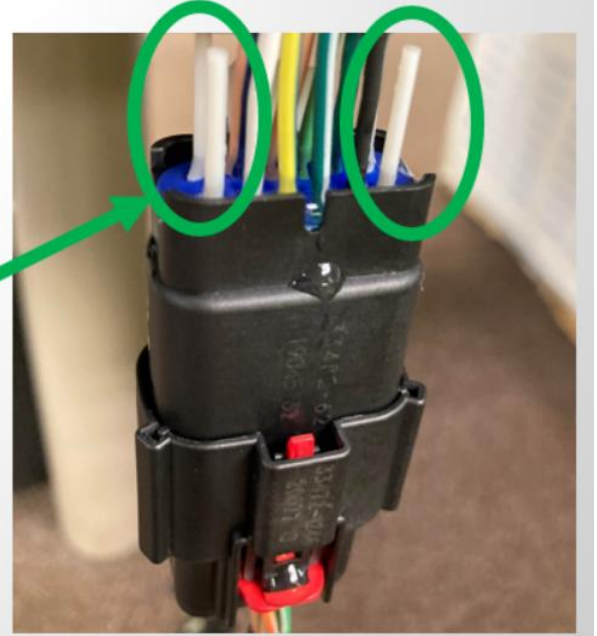


Fig 2 connector seals

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