



TECHNICAL SERVICE BULLETIN



CHRYSLER

DODGE

FIAT

Jeep

RAM

SRT

NUMBER: 23-008-21**GROUP:** 23 - Body**DATE:** February 5, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-022, date of issue February 05, 2021. All applicable Sold and Un-Sold RRT VINS have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.

SUBJECT:

Missing (Power Wagon) Decals on Tailgate and Both Front Doors

OVERVIEW:

This bulletin involves inspecting and if necessary installing the “Power Wagon” decals on the front doors and tailgate.

MODELS:

2021 (DJ) RAM 2500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles built on or after November 16, 2020 (MDH 1116XX) and on or before December 23, 2020 (MDH 1223XX) equipped with 6.4L V8 Heavy Duty Hemi MDS Engine (Sales Code ESB) & 75TH Anniversary Edition (Sales Code A75).

SYMPTOM/CONDITION:

Some of the (Sales Code A75) vehicles are missing the addition of the “Power Wagon” decals for the tailgate and both front doors.

DIAGNOSIS:

If a customer’s VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT currently applies to both sold and unsold vehicles on the RRT VIN list until RRT expiration.**

Verify the vehicle does not have the “Power Wagon” decals already installed per the picture (Fig. 1) & (Fig. 2) .

Are the decal missing?

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>> This bulletin has been completed, use inspect LOP (23-01-18-9C) to close the active RRT.



Fig. 1
Power Wagon Tailgate Decal



Fig. 2
Front Side Doors Decals

PARTS REQUIRED:

Qty.	Part No.	Description
3	68484486AA	Decal, Power Wagon

NOTE: Three decals are needed per vehicle (tailgate and both side front doors).

REPAIR PROCEDURE:

NOTE: Decals must be applied at a temperature around 21°C (70°F).

1. If temperature is below 21°C (70°F), warm body panel with a heat lamp or gun.

CAUTION! Do not exceed 52° C (120° F) when heating decals or body panels. Failure to follow this caution may result in damage to the decals and/or the vehicle paint finish.

2. Thoroughly clean all residue from the decal attachment areas.
3. Wipe the attachment areas with a clean, lint-free cloth, moistened with a 50% solution of water and alcohol. Wipe dry the areas immediately with a dry, lint-free cloth.

NOTE: If ambient temperatures are below 21° C (70° F), warm the decal and body panel with a heat lamp or gun to assure proper adhesion.

NOTE: Do not touch the adhesive surface with your fingers or hand when positioning the decal on the body.

NOTE: To ensure proper name plate or decal adhesion, apply consistent and uniform pressure of approximately 40 p.s.i. over the entire surface of each name plate or decal.

4. Create a wetting solution:

- Mix three or four drops of liquid dish soap (Unscented) in spray bottle full of clean water. This will be sprayed on body surface to temporarily lower the adhesive aggressiveness and facilitate the positioning and squeegee process.

“Power Wagon” Tailgate Decal

1. Place three pieces of tape as shown per side. Place tape 283 mm (11 1/8 in) from left-hand edge of tailgate. Place two more pieces of tape 15 mm (5/8 in) above the bottom edge of the tailgate as shown (Fig. 3) .

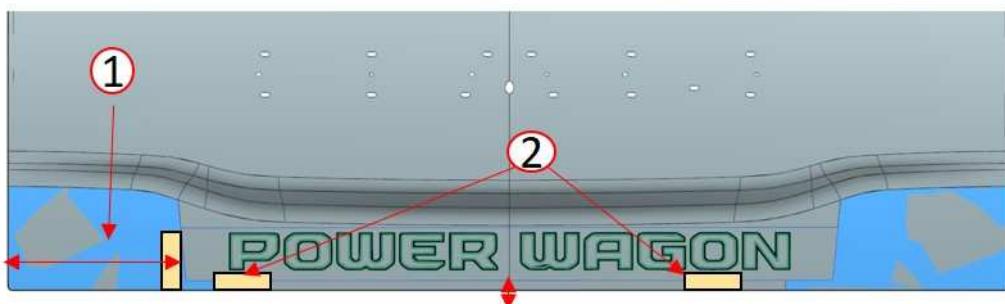


Fig. 3
Tailgate Decal Proper Placement

1 - Place Tape - 283 mm or 11 1/8 in From The Left Edge of Tailgate.

2 - Place Two Tape Pieces - 15 mm or 5/8 in, From Bottom Edge of Tailgate.

2. Lay decal paper liner side up (face down) on flat, clean surface. Slowly remove paper liner at a 180° direction, keeping as flat as possible. Avoid finger contact with decal adhesive surface. Spray exposed adhesive and the body surface with the wetting solution.
3. Hold the premask area of the part and position to body using premask locators. Do not pre-adhere decal to vehicle with hands. Do not allow the adhesive surface to become contaminated

by touching clothing, or floor etc. If the decal does not float into position, add one to two more drops of liquid dish soap to the wetting solution.

4. Squeegee entire premask surface with a plastic squeegee. Start at the center and fan out to the edges using firm, overlapping strokes.
5. Slowly remove premask at a 180° direction, (flat to surface). Do not snap it off or remove in a 90° direction, (perpendicular to the surface). If the decal comes up while removing the premask, there may be too much soap in the wetting solution or the temperature may be below 21°C (70°F). Resqueeze the entire decal. Then wait a few minutes to allow the adhesive of the decal to increase before removing premask.
6. Squeegeing after premask removal may be necessary in certain areas. Work bubbles out to the nearest edge or use air release tool or pin and re-squeeze that area to ensure proper adhesion.
7. Dry off vehicle and inspect for any remaining bubbles. Repeat on opposite side.
8. Allow the vehicle to remain 21°C (70°F) for at least fifteen minutes before taking outside especially in freezing conditions. Do not power wash decal area for 72 hours.

“Power Wagon” Front Side Doors Decal

1. Locate decal premask to front edge of door and to character line as shown ([Fig. 4](#)) .

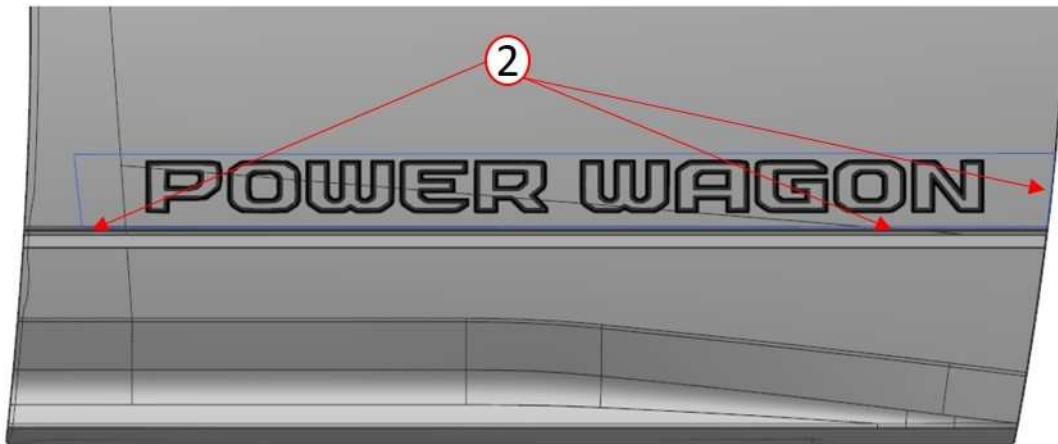
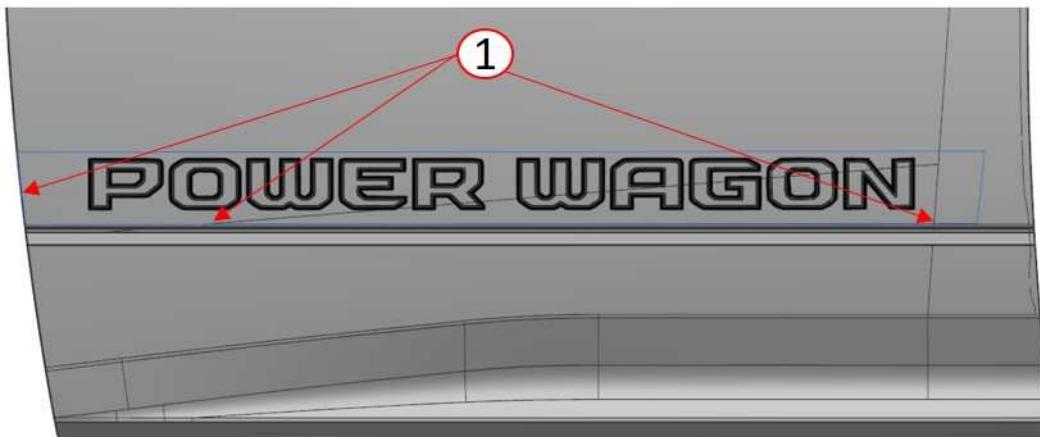


Fig. 4
Front Side Doors Decal Proper Placement

- 1 - Front Door Driver Side Decal – Locate Decal Premask to Front Edge of Door and to Character Line.
2 - Front Door Passenger Side Decal – Locate Decal Premask to Front Edge of Door and to Character Line.

2. Lay decal paper liner side up (face down) on flat, clean surface. Slowly remove paper liner at a 180° direction, keeping as flat as possible. Avoid finger contact with decal adhesive surface. Spray exposed adhesive and the body surface with the wetting solution.
3. Hold the premask area of the part and position to body using premask locators. Do not pre-adhere decal to vehicle with hands. Do not allow the adhesive surface to become contaminated by touching clothing, or floor etc. If the decal does not float into position, add one to two more drops of liquid dish soap to the wetting solution.
4. Squeegee entire premask surface with a plastic squeegee. Start at the center and fan out to the edges using firm, overlapping strokes.
5. Slowly remove premask at a 180° direction, (flat to surface). Do not snap it off or remove in a 90° direction, (perpendicular to the surface). If the decal comes up while removing the premask, there may be too much soap in the wetting solution or the temperature may be below 21°C (70°F). Resqueeze the entire decal. Then wait a few minutes to allow the adhesive of the decal to increase before removing premask.
6. Squeegeing after premask removal may be necessary in certain areas. Work bubbles out to the nearest edge or use air release tool or pin and re-squeeze that area to ensure proper adhesion.

7. Dry off vehicle and inspect for any remaining bubbles. Repeat on opposite side.
8. Allow the vehicle to remain 21°C (70°F) for at least fifteen minutes before taking outside especially in freezing conditions. Do not power wash decal area for 72 hours.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-01-18-9C	Decals, Power Wagon - Inspect For Three Missing Decals (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-01-18-9D	Decals, Power Wagon - Inspect and Install All Three Missing Decals (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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