



NUMBER: 23-011-21

GROUP: 23 - Body

DATE: March 4, 2021

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This service bulletin is also being released as Rapid Response Transmittal (RRT) 21-025, dated March 03, 2021. All applicable sold and un-sold RRT vins have been loaded. To verify that 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.

SUBJECT:

Tailgate High Closing Effort

OVERVIEW:

This bulletin involves installing a tailgate pivot cup shim.

MODELS:

2020 - 2021 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after January 01, 2020 (MDH 0101XX) and on or before September 04, 2020 (MDH 0904XX) equipped with Rambox Cargo Management System (Sales Code XB9) without Multi-Function Tailgate (Sales Code MWK).

SYMPTOM/CONDITION:

The customer may comment that tailgate is difficult to open/close.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

PARTS REQUIRED:

Qty.	Part No.	Description
1	68547105AA	2 mm Pivot Cup Shim

REPAIR PROCEDURE:

1. Open tailgate to 30 degree and lift it from Right Hand (RH), partially remove the tailgate (remove the tailgate from the RH pivot cup only) (Fig. 1) .

CAUTION! Protect tailgate/bumper with fender cover or other suitable protective covering.



Fig. 1
Lift Up and Out RH Side of Tailgate

2. Clean inside RH pivot cup (Fig. 2) with isopropyl alcohol.



Fig. 2
Pivot Cup

3. Remove shim from backing.

NOTE: Only one shim is required per repair.

4. Install the 2mm pivot cup shim onto the flat surface on center of pivot cup.

5. Re-install the partially removed tailgate. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info 23 Body / Decklid/Hatch/Liftgate/Tailgate/ Swing Gate / Tailgate / Installation, For tailgate install reference info.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-40-64-92	Remove Tailgate and Install Pivot Cup Shim (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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