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This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 21-034, date of issue March 23, 2021. All applicable 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:**

Driver Side Rambox Opens By Itself Unprompted

**OVERVIEW:**

This bulletin involves removing the driver side Rambox and replacing the Rambox door lock actuator wiring harness with a jumper wiring harness.

**MODELS:**

2020 - 2021 (DT) RAM 1500 Pickup

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

**NOTE:** This bulletin applies to vehicles built on or after August 01, 2020 (MDH 0801XX) and on or before November 19, 2020 (MDH 1119XX) equipped with the Rambox Cargo Management System (Sales Code XB9).

**SYMPTOM/CONDITION:**

The customer may comment on one or more of the following:

- Every time the vehicle is unlocked the driver side Rambox opens.
- Driver side Rambox opens for no reason. **This can happen while the vehicle is sitting over night, or if the vehicle is left unlocked.**

**NOTE:** The above condition is caused by water intrusion ([Fig. 1](#)).



**Fig. 1**  
**Water On Terminals**

**DIAGNOSIS:**

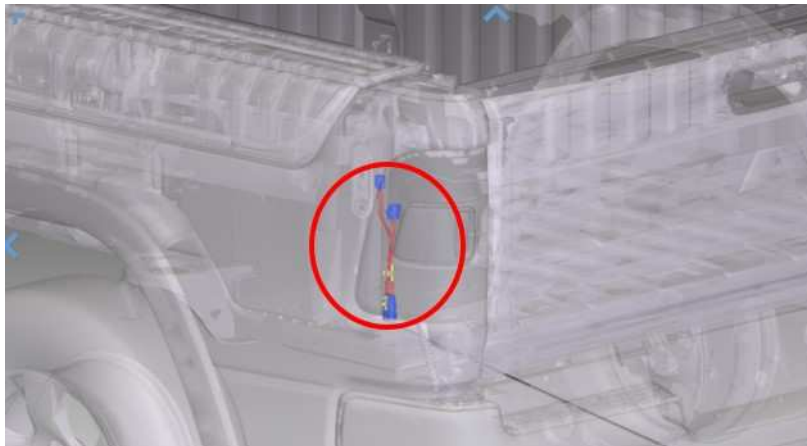
If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This bulletin only applies to vehicles on the VIN list.**

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	68365711AB	Rambox Wiring Harness

**REPAIR PROCEDURE:**

1. Open the driver side Rambox door.
2. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
3. Disconnect the lower Rambox door lock actuator wiring harness connector.
4. Remove the Rambox. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Exterior / Ram Box / Removal.
5. Replace the Rambox door lock actuator wiring harness with the jumper wiring harness (Fig. 2) .



**Fig. 2**  
**Rambox Door Lock Actuator Wiring Harness**

6. Install the Rambox. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Exterior / Ram Box / Removal and Installation.
7. Connect the lower Rambox door lock actuator wiring harness connector.
8. Lower the vehicle.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-09-09-9C	Rambox Door Lock Actuator Wiring Harness - Replace With Jumper Harness (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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