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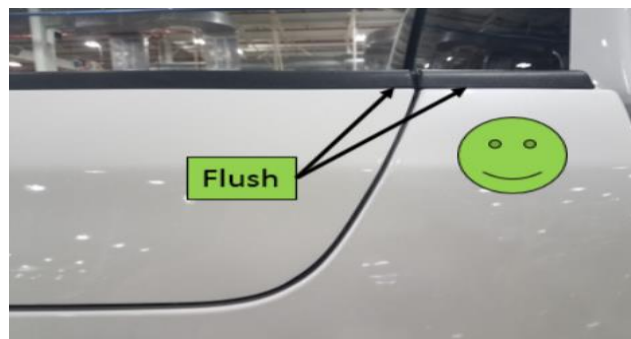


Case Number: S1923000014 Rev D

Release Date: May 2021

Symptom/Vehicle Issue: Ram Box Lid Fitment And Or Closing Effort Issues

Discussion: Lid fitment issues can be improved with adjustments. Visually inspect and test operate the lids to confirm an issue. The bed to Ram Box gaps should be even. The lid top should be flush to the bedside. If not- follow the steps below to adjust. Acceptable gaps and fitment:



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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Mopar special tool 2069900230

Tool 2069900230 has multiple ½” drive squares to allow different pry locations to aid in adjusting striker loop using different length ½” drive socket extensions. The pins lock the tool to the striker. Service information is in process of being updated and Mastertech will be discussing this tool’s usage.

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Repair:

1. Uneven gaps at bottom of lid.



If the gap is higher at the REAR, open the lid and carefully use a MOPAR essential tool 2069900230 to bend the striker forward (toward front of the vehicle).

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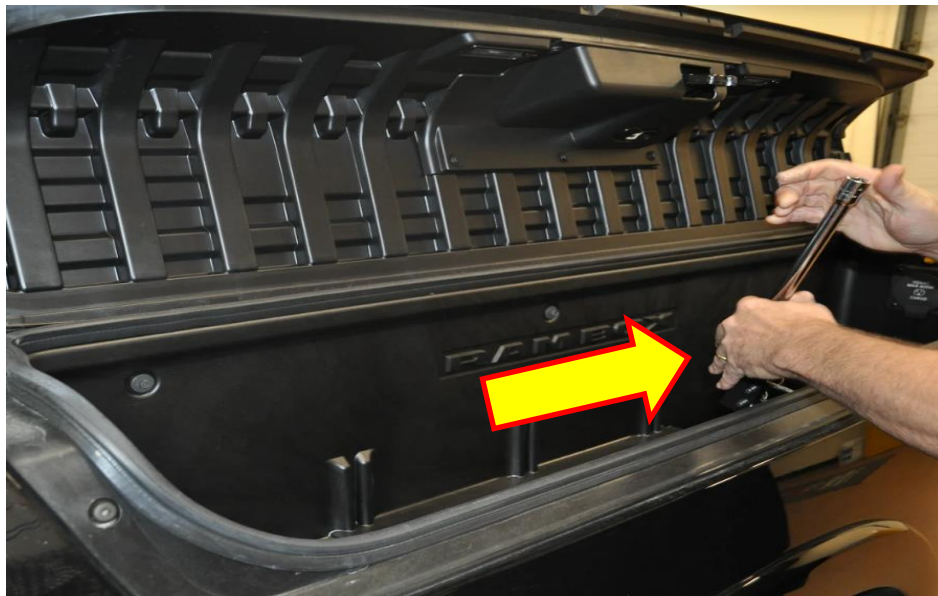
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If the gap is higher at the FRONT, open the lid, and apply force to the tool to bend the striker loop rearward.



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Bending rearward

2. Lid not flush. Fix Lid Up/Down Gaps

After adjusting the lid parallel in step 1, if the lid is under flush to the bed trim and/or closing effort is high, open the lid and use pry tool to bend the striker UPWARDS to raise the lid. Over flush requires a striker move DOWNWARDS to lower the lid.



Under flush condition

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Bending the striker upwards to raise lid.

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If the lid is over flush to the bed trim at the top, open the lid and use the striker tool to bend the striker DOWN. After adjusting, evaluate closing effort and fine tune as needed.



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Verification: Verify fit and operation. If the RamBox lid (not the applique cover) is warped and the adjustments have not helped, replace the lid with a service part dated after 3/30/2020.

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