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SUBJECT:

Tonneau Cover Broken Strap

OVERVIEW:

This bulletin involves repairing broken tri-fold tonneau cover retention straps.

MODELS:

2019 - 2021	(DT)	RAM 1500 Pickup
2019 - 2021	(DS)	RAM 1500 Pickup
2019 - 2021	(DJ)	RAM 2500 Pickup
2019 - 2021	(D2)	RAM 3500 Pickup

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

NOTE: This bulletin applies to vehicles built on or before March 23, 2021 (MDH 0323XX) equipped with a Tri-Fold Tonneau Cover (Sales Code CS7).

SYMPTOM/CONDITION:

Customers may comment on the following:

- One or more of the tri-fold tonneau cover retention straps have torn off the frame assembly (Fig. 1) .

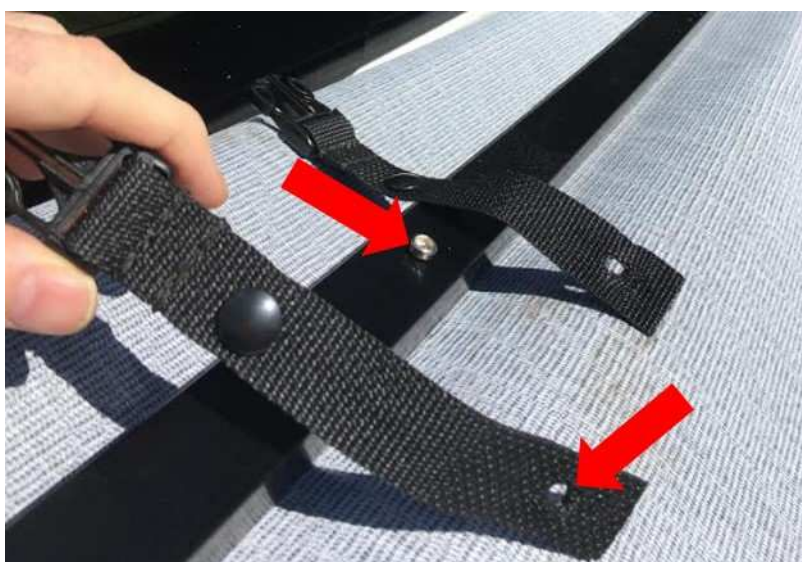


Fig. 1
Torn Tonneau Retention Straps

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68229441AC	Retaining Strap (Tonneau cover service strap kit for DS/DJ/D2)
1 (AR)	68229442AC	Retaining Strap (Tonneau cover service strap kit for DS/DJ/D2 and DT)
1 (AR)	68229443AB	Retaining Strap (Tonneau cover service strap kit for DT Rambox)

REPAIR PROCEDURE:

1. Replace the retention strap and rivet. Using a 3.17 mm (1/8 in.) drill bit, drill out the old rivet.
2. Using a rivet gun, secure the new retention strap with supplied washer placed between the rivet head and the retention strap.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-99-03-90	Tonneau Cover Retention Straps - Replace (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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