



**NUMBER:** 23-051-22

**GROUP:** 23 - Body

**DATE:** November 30, 2022

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**This bulletin supersedes Technical Service Bulletin 23-019-19 REV. A, dated August 23, 2019, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include additional model years, updated build date, updated parts table, Repair Procedure steps, painting procedure steps and LOPs.**

**This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 19-044, dated June 18, 2019. All applicable Sold and Un-Sold RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.**

**SUBJECT:**

RamBox Applique Separation/Delamination

**OVERVIEW:**

This bulletin involves inspecting and possibly replacing both RamBox lids and appliques with updated parts.

**MODELS:**

2019 - **2022**	(DS)	RAM 1500 Pickup
2019 - **2022**	(DJ)	RAM 2500 Pickup
2019 - **2022**	(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 31, 2021 (MDH 0331XX)\*\*** equipped with a RamBox Cargo Management System (Sales Code XB9) and a 6'4" Cargo Box.**

**SYMPTOM/CONDITION:**

Customers may comment on the following:

- One or both of the RamBox appliques are separating/delaminating (Fig. 2) from the RamBox lids.



Fig. 1

Examples Of RamBox Separation Or Delamination

**DIAGNOSIS:**

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

**PARTS REQUIRED:**

Qty.	Part No.	Description
**1 (AR)	1WX161W7AC	Applique Storage Bin, Right
1 (AR)	1WX171W7AC	Applique Storage Bin, Left
1 (AR)	68206698AB	Lid/Door Storage Bin, Right
1 (AR)	68428855AB	Lid/Door Storage Bin, Left
4 (AR)	68597030AA	Attachment Screw**

**REPAIR PROCEDURE:**

**NOTE: If no separation/delamination is found, do not replace the appliques and lids.**

**Appliques and box lids must be replaced as a pair. If one has separation/delamination issues, both must be replaced.**

1. \*\*Remove and discard the RamBox lid with applique. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Exterior / Box, Pickup / Removal.
2. Feather sand the surface area of the new primed applique with P500 sandpaper.
3. Which type of basecoat will be used?
  - Solvent Basecoat >>> Proceed to [Step 1](#) of the Solvent Basecoat Procedure.
  - Waterborne Basecoat >>> Proceed to [Step 1](#) of the Waterborne Basecoat Procedure.

**Solvent Basecoat Procedure:**

1. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin Williams and Valspar) recommended process for cleaning the primed plastic surface area.
2. Clean the paint surface area per the paint suppliers recommendations.
3. Apply DAS302X sealer or equivalent.
4. Apply DBC basecoat with DX57 hardener or equivalent.
5. Apply DC4000 clearcoat with SL814 universal flexibilizer or equivalent.
6. Install the new RamBox lid. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Exterior / Box, Pickup / Installation.
7. Install the new applique to the RamBox lid. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Exterior / Box, Pickup / Installation.

**Waterborne Basecoat Procedure:**

1. Refer to the approved refinish paint suppliers (Akzo Nobel, Axalta, BASF, PPG, Sherwin Williams and Valspar) recommended process for cleaning the primer plastic surface area.
2. Clean the paint surface area per the paint suppliers recommendations.
3. Apply ECS2X sealer with SL814 universal flexibilizer or equivalent.
4. Apply EHP basecoat with T492 and T581 hardener or equivalent.
5. Apply DC4000 clearcoat with SL814 universal flexibilizer or equivalent.
6. Install the new RamBox lid. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Exterior / Box, Pickup / Installation.
7. Install the new applique to the RamBox lid. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Exterior / Box, Pickup / Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
**23-09-09-9D	Rambox Lid - Replace One Side (0 - Semi-Skilled)	6 - Electrical and Body Systems	0.7 Hrs.
23-09-09-9E	Rambox Lid - Replace Both Sides (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.2 Hrs.**

**\*\*RELATED LOPS:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-60-01-01	Applique - RamBox Color Coat Material Allowance \$12.00 Paint Prep	12 - Body Repair	0.5 Hrs.
23-60-18-01	Applique - RamBox Color Coat Material Allowance \$32.61 Paint	12 - Body Repair	1.1 Hrs.**

**FAILURE CODE:**

ZZ	Service Action
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