



NUMBER: 23-022-21

GROUP: 23 - Body

DATE: June 26, 2021

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-078, date of issue June 26, 2021. All applicable Sold and 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:

External AC Power Outlet Detaches From the Bezel

OVERVIEW:

This bulletin involves inspecting if the external AC power outlet is loose in the frame and repairing if needed

MODELS:

| | | |
|------|------|-----------------|
| 2021 | (DT) | RAM 1500 Pickup |
| 2021 | (DJ) | RAM 2500 Pickup |
| 2021 | (D2) | RAM 3500 Pickup |
| 2021 | (JT) | Jeep Gladiator |

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

NOTE: This bulletin applies to vehicles built or after January 03, 2021 (MDH 0103XX) and built on or before February 24, 2021 (MDH 0224XX) equipped with Exterior 115V AC Outlet (Sales Code XBE) or Exterior 230V AC Outlet (Sales code XXE).

SYMPTOM/CONDITION:

Customers may comment on the following:

- The external AC power outlet is loose in the frame (Fig. 1) .



Fig. 1

AC power outlet Detached From Frame/Bezel

1 - AC power outlet

2 - Outlet Frame

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the diagnostic procedure.

1. Did the vehicle come in with a loose external AC power outlet?
 - YES>>> Proceed [Step 1](#) to of the Repair Procedure.
 - NO>>> Proceed to [Step 2](#) of the diagnostic procedure.
2. Disconnect and isolate the negative battery cable(s). Refer to the detailed service procedures available in DealerCONNECT/Service Library under: 08 - Electrical / 8F - Engine Systems / Battery System / Standard Procedure Single or Dual 12 Volt Battery System.

- Using a Pull Gauge (8828B) and 1/4 inch extension, 14 inches long. Put the large hook of the pull gauge into the into the ratchet end of the extension. Place the socket end of the extension on the outlet. Pull on the gauge, applying 80 N (18 lbf) of pressure on all four corners of the AC power outlet (Fig. 2) and (Fig. 3) .

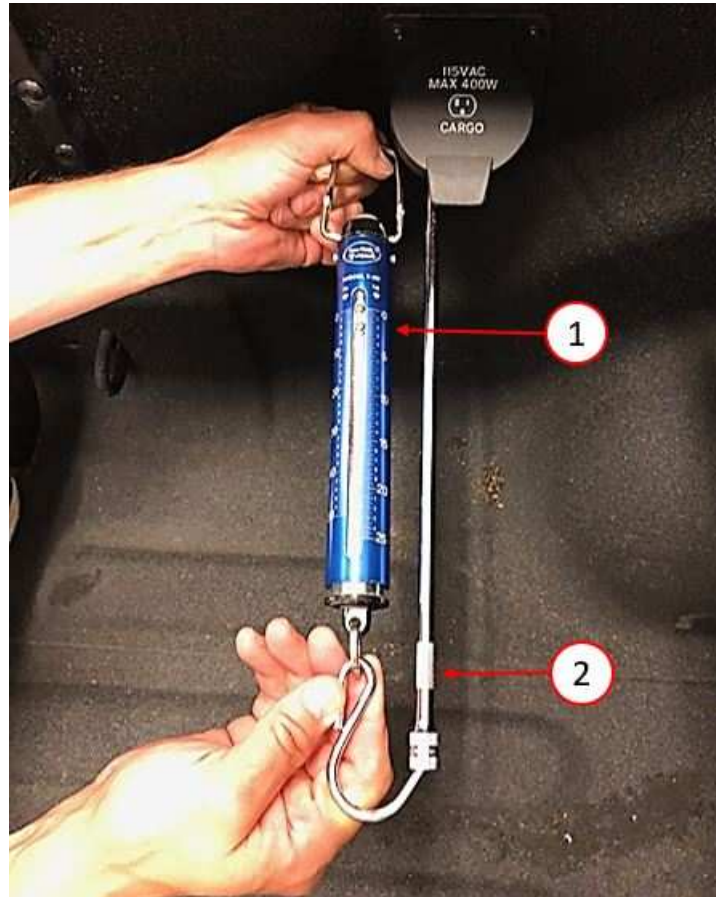


Fig. 2
Pull Gauge Used on AC power outlet

- 1 - Pull Gauge (8828B)
- 2 - 1/4 inch extension, 14 inches long



Fig. 3
Extension on AC power outlet

4. When applying pressure on the AC power outlet, did it detach from the frame?

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>> This bulletin has been completed, use inspection LOP (08-28-04-90) to close the active RRT.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|--------|--------------|---|
| 4 (AR) | 68403120AA | Rivets (Used in Ram Cargo Box Only) |
| 1 (AR) | 06104610AA | Screws (Four Pack, JT) |
| 4 (AR) | 06509748AA | Plastic Nuts (Used for RAM and JT, Bed Mounted AC power outlet) |
| 1 (AR) | 06512043AA | Screws (10 pack, RAM With Bed Mounted AC power outlet) |
| 1 (AR) | Loctite® 401 | Shop Supply |

SPECIAL TOOLS/EQUIPMENT REQUIRED:

| Tool and/or Equipment # | Description |
|-------------------------|-------------|
| 8828B | Pull Gauge |

REPAIR PROCEDURE:

1. Disconnect and isolate the negative battery cable(s). Refer to the detailed service procedures available in DealerCONNECT/Service Library under: 08 - Electrical / 8F - Engine Systems / Battery System / Standard Procedure Single or Dual 12 Volt Battery System.
2. Remove the four fasteners on the frame of the outlet (Fig. 4) , (Fig. 5) and (Fig. 6) .



Fig. 4
RAM Cargo Box AC power outlet



Fig. 5
RAM Bed Mounted AC power outlet



Fig. 6
Gladiator Bed Mounted AC power outlet

3. Pull out the AC power outlet to gain access to the back side of Outlet.
4. Push the AC power outlet into the frame, making sure all eight retaining tabs are locked in place.

5. Apply Loctite 401 to all eight of the retaining tabs (Fig. 7) .



Fig. 7
Location for Loctite 401

6. Allow Loctite 401 to seep down in between the two components.
7. Allow Loctite 401 to set up before install the outlet back onto the vehicle.
8. Install the AC power outlet into the mounting point on the bed wall.

NOTE: For vehicle with bed mounted outlet only. If rivets were used to hold the AC power outlet to the bed wall, four new nuts and bolts will be needed to reinstall the AC power outlet to the bed wall (Fig. 5) and (Fig. 6) .

9. Tighten the four fastener that hold the AC power outlet to the body.
10. Connect the negative battery cable, this bulletin has been completed.

NOTE: Make sure to vacuum up any debris, if rivets had to be drilled out to remove the AC power outlet.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|--|---------------------------------|---------------|
| 08-28-04-90 | AC power outlet - External Bed Mounted, Inspect (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 08-28-04-91 | AC power outlet - External Bed Mounted, Inspect and Repair (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.3 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|