



NUMBER: 23-030-19

GROUP: 23 - Body

DATE: October 25, 2019

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-077, dated October 25, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library.

SUBJECT:

Trailer Tow Mirrors Are Chrome Instead Of Black

OVERVIEW:

This bulletin involves inspecting and possibly replacing the trailer tow mirrors.

MODELS:

2020 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after July 25, 2019 (MDH 0725XX) and on or before August 12, 2019 (MDH 0812XX) equipped with Night Edition (Sales Code ASH), Black Trailer Tow Power Mirrors (Sales Code GPG), Blind Spot And Cross Path Detection (Sales Code XAN), Exterior Mirrors W/Memory (Sales Code LEM).

SYMPTOM/CONDITION:

Customers may comment on the following:

- The trailer tow side mirrors on the vehicles, were built with chrome mirrors and were supposed to have black mirrors.

DIAGNOSIS:

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

1. Visually inspect both trailer tow side mirrors.
2. Are the mirrors chrome?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> The vehicle has the correct black mirrors. This bulletin has been completed, use inspect LOP (23-04-21-9R) to close the active RRT.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68477574AA	Black Trailer Tow Outside Rearview Mirror Right
1 (AR)	68477575AA	Black Trailer Tow Outside Rearview Mirror Left

REPAIR PROCEDURE:

1. Remove and replace the trailer tow mirrors. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Exterior / Mirror, Outside Rearview / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-04-21-9R	Mirror, Outside Rearview - Inspect Both Sides (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-04-21-9S	Mirror, Outside Rearview - Inspect and Replace Both Sides (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.7 Hrs.

FAILURE CODE:

ZZ	Service Action
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