



NUMBER: 02-001-20

GROUP: 02 - Front Suspension

DATE: April 23, 2020

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-028, dated April 23, 2020. 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.

SUBJECT:

Vehicle Pulls or Leads

OVERVIEW:

This bulletin involves properly correcting a lead/pull condition due to inaccurate alignment settings from the plant.

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 January 24, 2020 (MDH 0124XX) and on or before March 06, 2020 (MDH 0306XX).

SYMPTOM/CONDITION:

The customer may describe the vehicle pulls or leads either left or right.

DIAGNOSIS:

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

1. Is the vehicle an unsold vehicle?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> Proceed to [Step 2](#) of the Inspection Procedure.
2. Customer owned (sold) vehicles (only), test drive the vehicle to confirm a pull or lead.
3. Does the vehicle pull to the left or right?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This Bulletin has been completed. Use inspect LOP (02-00-01-9R) to close the active RRT.

REPAIR PROCEDURE:

1. Perform the front wheel alignment. Refer to the detailed service procedures available in DealerCONNECT>Service Library under: Service Info 02 - Front Suspension/Wheel Alignment/Standard Procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-00-99-93	Road Test Vehicle (Sold Vehicles Only) (1 - Semi-Skilled)	4 - Chassis Systems	0.2 Hrs.
02-00-99-94	Road Test Vehicle and Perform Front Wheel Alignment (Sold Vehicles Only) (1 - Semi-Skilled)	4 - Chassis Systems	1.3 Hrs.
02-00-99-95	Front Wheel Alignment (Unsold Vehicles Only) (1 - Semi-Skilled)	4 - Chassis Systems	1.1 Hrs.

FAILURE CODE:

ZZ	Service Action
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