



NUMBER: 08-088-20

GROUP: 08 - Electrical

DATE: September 29, 2020

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SUBJECT:

Squeak, Rattle, Or Metallic Tapping Sound From Under The Instrument Panel

OVERVIEW:

This bulletin involves Inspecting and replacing the AMP bracket fastener.

MODELS:

| | | |
|-------------|------|---------------------------|
| 2019 - 2020 | (D2) | RAM 3500 Pickup |
| 2019 - 2020 | (DD) | RAM 3500 Cab Chassis |
| 2019 - 2020 | (DF) | RAM 3500 <10K Cab Chassis |
| 2019 - 2020 | (DJ) | RAM 2500 Pickup |
| 2019 - 2020 | (DP) | RAM 4500/5500 Cab Chassis |

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

NOTE: This bulletin applies to D2 and DJ vehicles built on or before August 03, 2020 (MDH 0803XX) equipped with Alpine 10 Speaker (Sales Code RC3) or Harman 17 Speaker (Sales Code RCA) or Alpine 7 Speaker (Sales Code RCK) or 6 Speaker Base Audio With Active Noise Control (Sales Codes RCG and JLW) or 4 Speaker Base Audio with Active Noise Control (Sales Codes RCD and JLW).

NOTE: This bulletin applies to DD, DF and DP vehicles built on or before August 03, 2020 (MDH 0803XX) equipped with Alpine 10 Speaker (Sales Code RC3) or Harman 17 Speaker (Sales Code RCA) or Alpine 7 Speaker (Sales Code RCK).

SYMPTOM/CONDITION:

The customer may describe one or both of the following:

- A bolt may have been found in the driver foot well.
- A squeak, rattle or metallic tapping sound from under the instrument panel (this is due to amp bracket being loose and hitting against the IP Cross Car Beam). They may mention noise worsens during when traveling on rough/bumpy roads.

DIAGNOSIS:

1. Remove the steering column opening cover. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info 23 - Body/Instrument Panel/Cover, Steering Column Opening/Removal and Installation . Inspect bolt location (Fig. 1) and grab amplifier assembly to confirm solid attachment by trying to rock side-to-side.

NOTE: Amplifier and where it is attached are visible by looking up into lower instrument panel from driver footwell area.

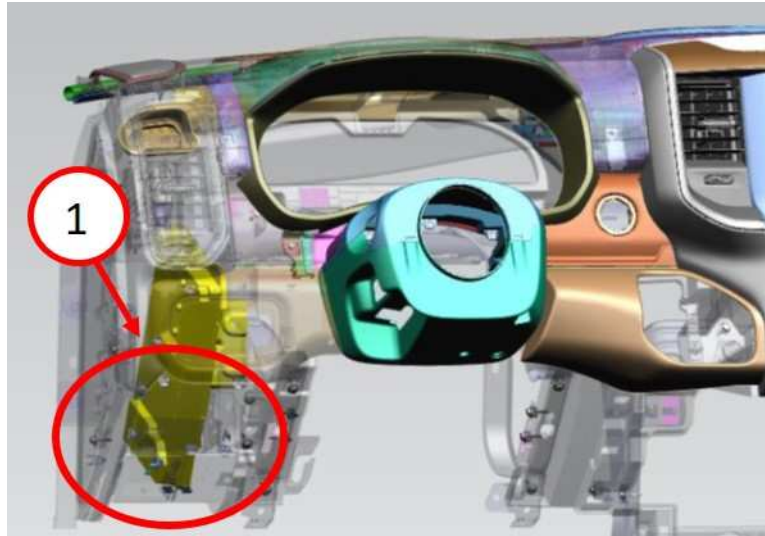


Fig. 1
IP Access to View Amplifier

1 - Inspection Area

2. Is the bolt intact and not broken off?
 - YES>>> Proceed to [Step 2](#) of the Repair Procedure.
 - NO>>> Proceed to [Step 1](#) of the Repair Procedure.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|------|------------|-------------|
| 1 | 06511791AA | Bolt |

REPAIR PROCEDURE:

1. If loose, but not broken - remove amplifier to IP Cross Car Beam (CCB) bolt (Fig. 2) and proceed to Step 4.

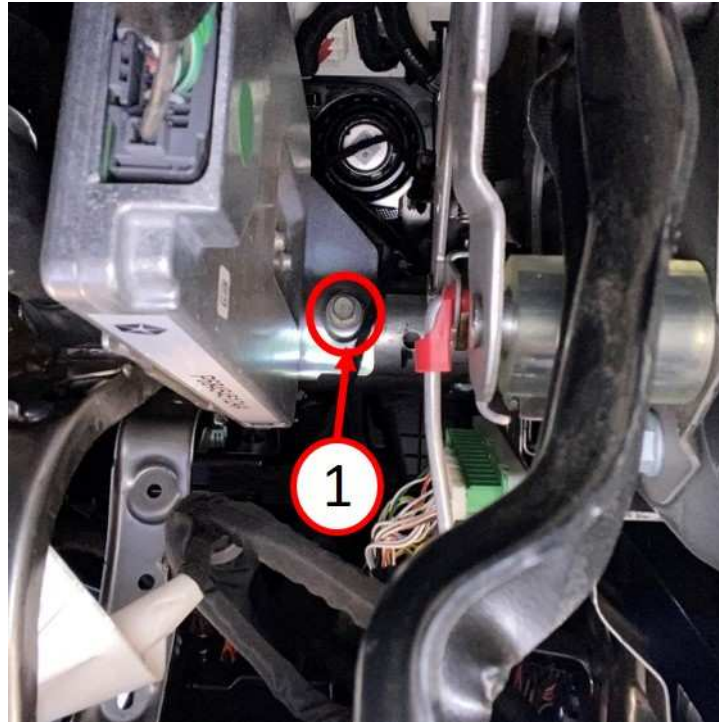


Fig. 2
Amp Bracket Bolt - Good

1 - Amp Bracket Bolt

2. If broken, remove broken/remaining portion of fastener still in the IP CCB (Fig. 3) .

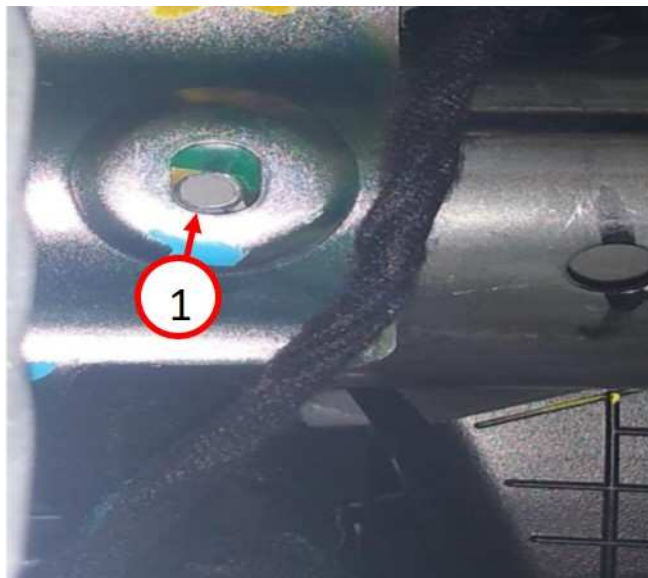


Fig. 3
Amp Bracket Bolt - Broken

1 - Broken Amp Bracket Bolt

3. Ensure broken pieces do not remain inside IP CCB, as this could cause additional BSR complaints (Fig. 4) .



Fig. 4
Broken AMP Bolt Remnants

4. Install new bolt (PN 06511791AA) and tighten to 5 N·m (44 in lbs.).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|--|---------------------------------|----------|
| 08-60-07-51 | Extract Broken Bolt and Replace (0 - Introduction) | 6 - Electrical and Body Systems | 0.3 Hrs. |
| 08-60-07-9P | Amplifier Bracket Bolt - Replace (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |

FAILURE CODE:

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