



NUMBER: 08-100-20

GROUP: 08 - Electrical

DATE: November 3, 2020

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 20-082, date of issue November 03, 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. This RRT will expire 18 months after the date of issue.

SUBJECT:

Incorrect Starter Motor Installed

OVERVIEW:

This bulletin involves inspecting and possible replacement of the starter motor, for a whining noise upon vehicle start up.

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 August 12, 2020 (MDH 0812XX) on or before August 13, 2020 (MDH 0813XX) equipped with either a 5.7L V8 HEMI MDS VVT Engine (Sales Code EZH) or 5.7L V8 HEMI MDS VVT ETorque engine (Sales Code EZL).

SYMPTOM/CONDITION:

The customer may hear a whining noise coming from the start motor when the vehicle is started.

DIAGNOSIS:

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

There are two different ways to inspect the starer motor for the Julian date code.

For vehicles parked and on the ground perform the following inspection ([Fig. 1](#)) :

1. Turn wheels to the right.
2. Look between tire and frame.



Fig. 1

Julian Date Code Location

3. Verify the starter motor Julian date for 2200 (Fig. 2) .
 - Is the Julian date code 2200?



Fig. 2

Julian Date Code 2200

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>> This Bulletin does not apply, use inspect LOP (08-75-01-98) to close the active RRT. Normal diagnosis should be performed.

For vehicles on a hoist perform the following inspection (Fig. 3) :

1. Turn wheels to the right.
2. Look at the starter motor towards the engine.

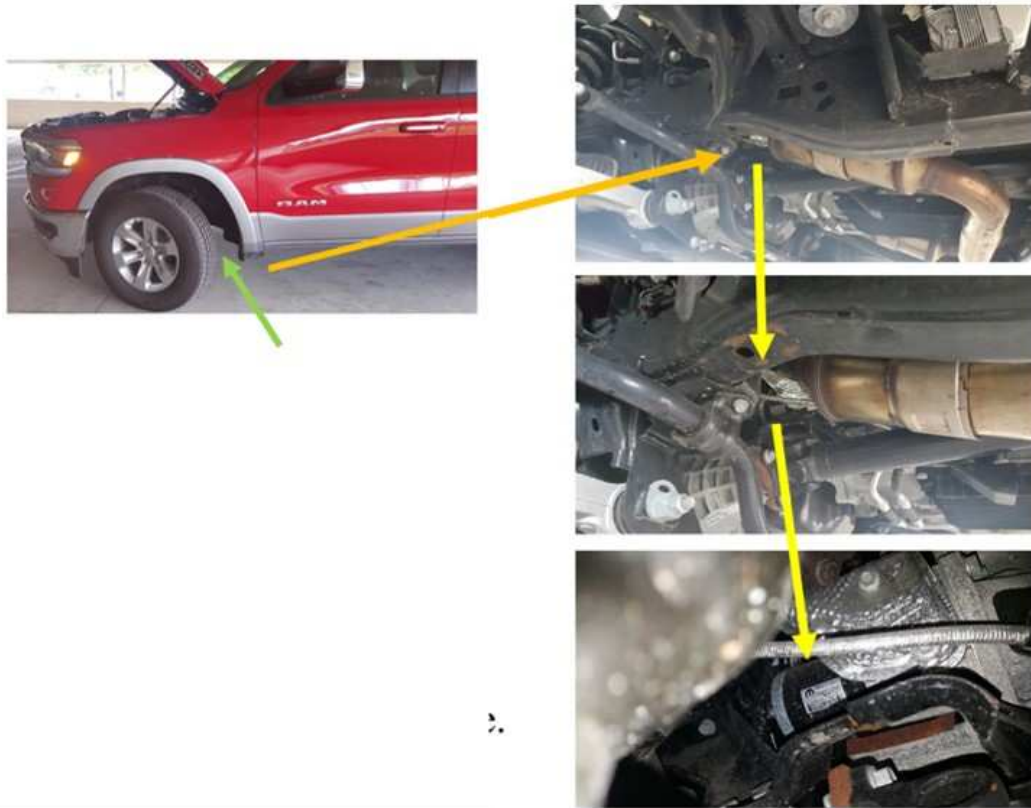


Fig. 3
Julian Date Code Location From Underneath

3. Verify the starter motor Julian date for 2200 (Fig. 2) .
 - Is the Julian date code 2200?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This Bulletin does not apply, use inspect LOP (08-75-01-98) to close the active RRT. Normal diagnosis should be performed.

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

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68441792AA	Motor, Starter

REPAIR PROCEDURE:

1. Remove and replace the starter motor. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 08 - Electrical / 8F - Engine Systems / Starting / 5.7L Starter / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-75-01-98	Motor, Starter, Julian Date Code - Inspect (1 Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-75-01-99	Motor, Starter - Inspect and Replace (1 Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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