



NUMBER: 03-002-20

GROUP: 03 - Differential and Driveline

DATE: October 8, 2020

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 20-070, date of issue October 08, 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:

Front Axle Noise While in 4WD Mode

OVERVIEW:

This bulletin involves replacing the front axle assembly.

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 02, 2020 (MDH 0702XX) and on or before July 13, 2020 (MDH 0713XX) equipped with 3.21 Rear Axle Ratio (Sales Code DMC).

SYMPTOM/CONDITION:

The customer may experience a growling noise from the front axle which is more noticeable at lower speeds in 4WD mode.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair procedure no inspection is required. **This RRT only applies to vehicles on the RRT VIN List.**

PARTS REQUIRED:

Qty.	Part No.	Description
1	68349702AD	Front Axle Assembly (215MM FRONT AXLE
2	06102018	RH Axle Tube Bolt
4	06506557AA	Tie Rod End Link & Upper Control Arm Nut
2	06505655AA	Left Isolator Bolt (M12x1.75x51)
2	06513034AA	Caliper Adapter Bolt (M16.0x2.00x55.40)
4	06506497AA	Prop Shaft Bolts
2	06506454AA	Axle Half Shaft Nut and Washer
3	06512246AA	Bolt, Pinion Nose Bracket

REPAIR PROCEDURE:

1. Replace the front axle assembly. Refer to the detailed service procedures available in DealerCONNECT>Service Library under: 03 - Differential and Driveline/Front Axle - 215FD/ Removal and Installation.

NOTE: Front axle assembly is pre-filled with fluid.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-11-01-93	Axle, Front Assembly - Replace (2 - Skilled)	3 - Driveline	3.0 Hrs.

RELATED TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-11-01-68	Air Suspension Equipped (2 - Skilled)	3 - Driveline	0.2 Hrs
02-11-01-69	3.0 Liter Diesel Equipped (2 - Skilled)	3 - Driveline	0.7 Hrs

FAILURE CODE:

ZZ	Service Action
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