



NUMBER: 05-002-21

GROUP: 05 - Brakes

DATE: January 28, 2021

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SUBJECT:

Uneven Front Brake Pad Wear

OVERVIEW:

This bulletin involves inspecting the front brake pads for uneven wear and it involves re-torquing front brake fasteners and checking for proper caliper slide action.

MODELS:

2019 - 2020 (DJ) RAM 2500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: **LATAM.**

SYMPTOM/CONDITION:

The customer may comment on the following:

- Unusual noise when braking, likely a grinding noise as though pads are worn out.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Diagnosis Procedure.

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info: 04 - Vehicle Quick Reference/Hoisting - Standard Procedure.
2. Remove both front wheel and tire assemblies. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info: 22 - Tires and Wheels/Removal and Installation.
3. Inspect the front brake pads. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info: 05 - Brakes / 05 - Brakes, Base / Hydraulic/Mechanical / Pads, Brake, Front / Inspection.
4. Do the brake pads show uneven wear from inboard side to the outboard side?
 - YES>>> Proceed to [Step 1](#) of the repair procedure.
 - NO>>> This Bulletin does not apply. Normal diagnosis should be performed. Proceed to [Step 5](#) of Diagnosis Procedure.
5. Install both front wheel and tire assemblies. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info: 22 - Tires and Wheels/Removal and Installation.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|--------|------------|---------------|
| (AR) | 68414882AB | Front Rotor |
| (AR) | 68049153AB | Pin Kit |
| 1 (AR) | 68461656AB | Front Pad Kit |

REPAIR PROCEDURE:

1. Replace the front brake pads. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info: 05 - Brakes / 05 - Brakes, Base / Hydraulic/Mechanical / Pads, Brake, Front / Removal and Installation.

NOTE: If the pads wore into the rotors, replace if necessary. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info: 05 - Brakes / 05 - Brakes, Base / Hydraulic/Mechanical / Rotor, Brake / Removal and Installation

2. Were the front rotors replaced?
 - YES>>> Proceed to [Step 3](#) of the repair procedure.
 - NO>>> Torque caliper adaptor bolts to new spec of 380 N·m (280 ft lbs) and proceed to [Step 4](#) of the Repair Procedure.
3. Reinstall the front brake caliper bracket. Torque caliper adaptor bolts to new spec of 380 N·m (280 ft lbs).
4. Remove excess air from guide pin boots, by sliding pin in and out several times, making sure not to dislodge the boots.
5. Check the correct position of the guide pins ([Fig. 1](#)).

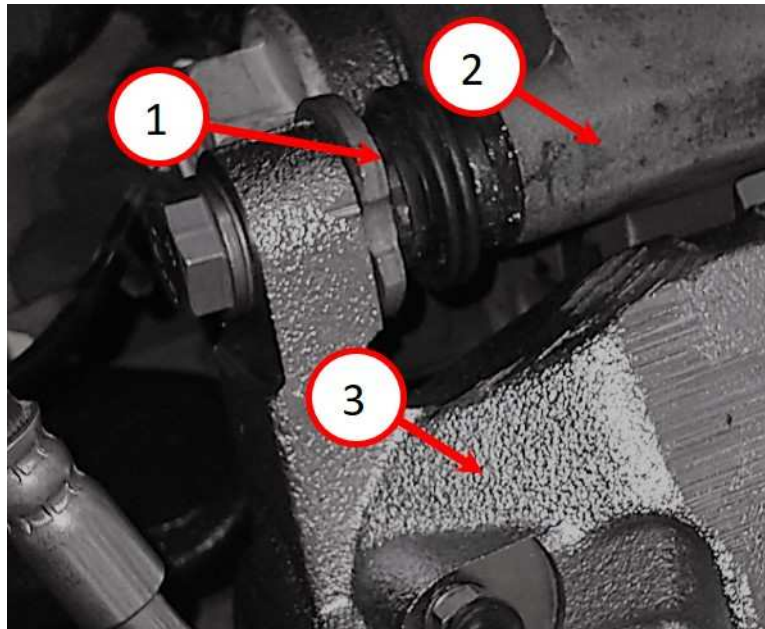


Fig. 1
Front Brake Components

- 1 - Guide Pin
2 - Front Caliper Bracket
3 - Front Caliper

6. Install caliper to adaptor, snug upper pin bolt to 20 N·m (15 ft lbs) first, then snug lower pin bolt to 20 N·m (15 ft lbs).
7. Final torque the upper pin bolt to 75 N·m (55 ft lbs) first, then torque lower pin bolt to 75 N·m (55 ft lbs).
8. Confirm front brake caliper slides inward and outward with hand force (Fig. 2) .

NOTE: If the front brake caliper is locked, loosen the lower guide pin bolt, reset the torque to 75 N·m (55 ft lbs) and check front brake caliper sliding again.



Fig. 2

Check Front Caliper Side to Side Movement

9. Does the caliper slide freely?
 - YES>>> Proceed to [Step 10](#) of the Repair Procedure.
 - NO>>> Replace guide pins/boots and proceed to [Step 4](#) of the Repair Procedure.
10. Install both front wheel and tire assemblies. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info: 22 - Tires and Wheels/Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|---|------------------------------------|---------------|
| 05-70-22-9U | Pad, Disc Brake Front - Replace (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.7 Hrs. |

| | Related | | |
|-------------|---|------------------------------------|----------|
| 05-70-22-5E | Rotor, Disc Brake Front - Replace (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.1 Hrs. |

FAILURE CODE:

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