



NUMBER: 23-010-21

GROUP: 23 - Body

DATE: February 27, 2021

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-024, date of issue February 27, 2021. 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:

Passenger Side Power Side Step Inoperative

OVERVIEW:

This bulletin involves inspecting and if necessary replacing the passenger side power step motor.

MODELS:

2020	(DJ)	RAM 2500 Pickup
2020	(D2)	RAM 3500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after May 01, 2020 (MDH 0501XX) and on or before September 28, 2020 (MDH 09280XX) equipped with Power Deployable Running Boards (Sales Code MY7).

SYMPTOM/CONDITION:

Customers may comment that the passenger side power step is not functioning properly and passenger side power side steps obstructed message appears in the instrument cluster.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the diagnostic procedure.

1. Open and close the front passenger door and ensure the power side step fully deploys and returns. Repeat this test 30 times. If failure to deploy occurs at any point stop testing and replace the passenger side power side step motor.
2. Has the passenger power step failed within the 30 door opening and closing cycles?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use LOP (23-09-01-92) to close the active RRT.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68461640AA	Motor, Power Side Step (RH)

REPAIR PROCEDURE:

1. Remove and replace the passenger side power step motor. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Exterior / STEP, Side / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-09-01-92	Passenger Side Power Step Functionality - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-09-01-93	Motor - Passenger Side Power Step - Inspect and Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

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