



NUMBER: 02-006-21

GROUP: 02 - Front Suspension

DATE: November 18, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-167, date of issue November 18, 2021. All applicable Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. This RRT will expire 18 months after the date of issue.

SUBJECT:

Front Shock Oil Weepage

OVERVIEW:

This bulletin involves re-torquing the front shock line fitting to stop a possible oil weepage issue.

MODELS:

2021 - 2022 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after August 07, 2021 (MDH 0807XX) and on or before September 29, 2021 (MDH 0929XX) equipped with a 6.2L Supercharged HEMI V8 SRT Engine (Sales Code ESD).

SYMPTOM/CONDITION:

Customers may comment on the following:

- Oil from the shock fitting is seen on or around the shock fitting area, this may not leak or be seen on the ground where the vehicle is parked.

NOTE: Do not replace the shock assembly for this issue.

DIAGNOSIS:

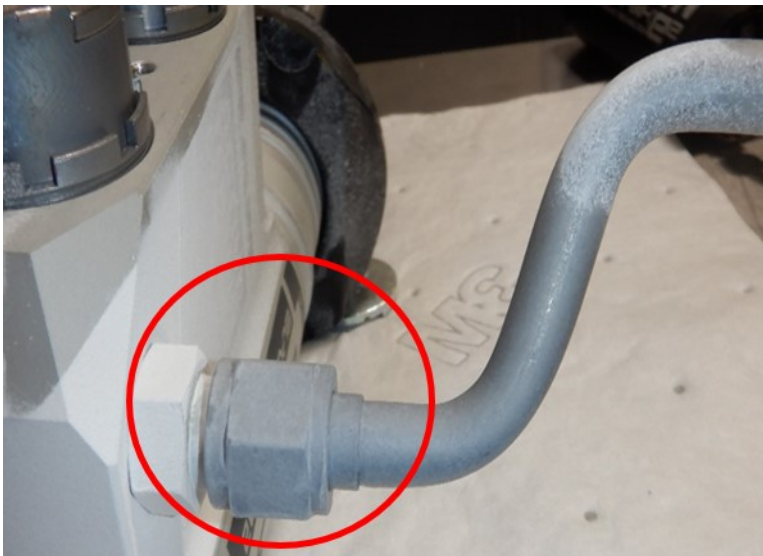
If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair procedure. **This RRT only applies to vehicles on the RRT VIN list.**

REPAIR PROCEDURE:

1. 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.
2. Insert a 3/8" extension between S-fitting and lower control arm, this prevents the fitting from rotating into the control arm during rework (**Passenger side only**)(Fig. 1) .

**Fig. 1****Extension To Prevent Rotation (Passenger Side Only)**

3. Tighten the S-fittings on both front shocks to 60 N·m (44 ft. lbs) (Fig. 2) .

**Fig. 2****S-Fitting**

4. Clean the area after the repair to remove any residual oil.
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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-10-9E	Verify Proper Torque Specification on Both Front Shock S-Fitting (1 - Semi-Skilled)	4 - Chassis Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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