



NUMBER: 23-021-21

GROUP: 23 - Body

DATE: June 23, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-075, date of issue June 23, 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:

Incorrect Headlamp Aim

OVERVIEW:

This bulletin involves re-aiming the headlamps.

MODELS:

2021 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after December 30, 2020 (MDH 1230XX) and on or before April 22, 2021 (MDH 0422XX).

SYMPTOM/CONDITION:

The customer may comment on the following:

- One of the two headlamps is not aimed correctly.

DIAGNOSIS:

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

REPAIR PROCEDURE:

1. Re-aim the headlamps. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>08 - Electrical / 8L - Lamps and Lighting / Lamps/Lighting - Exterior / Standard Procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-50-34-9A	Re-Aim Headlamps (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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