



NUMBER: 02-003-21

GROUP: 02 - Front Suspension

DATE: August 7, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-113, date of issue August 07, 2021. All applicable Sold and UnSold 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:

Noise in Front Over Bumps

OVERVIEW:

This bulletin involves checking the front shock absorbers Julian date (build date) and replacing if required.

MODELS:

2021 (DP) RAM 4500/5500 Cab Chassis

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

NOTE: This bulletin applies to vehicles built on or after March 31, 2021 (MDH 0331XX) and on or before April 06, 2021 (MDH 0406XX).

SYMPTOM/CONDITION:

The customer may describe the following:

- Clunk in front suspension when driving over pot holes.

PARTS REQUIRED:

Qty.	Part No.	Description
(AR)	68450203AB	Shock Absorber, Front

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 repair.

REPAIR PROCEDURE:

1. Raise the vehicle in the air. Refer to the detailed service procedures available in DealerCONNECT>Service Library under: Service Info 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
2. Check both front shock absorbers Julian date (Fig. 1) .



Fig. 1

Example Picture for the Location of Shock Julian Date

NOTE: This is an EXAMPLE: Julian date is broken down by days and year. First three digits of the Julian date is the days, 117 days with in the year and the last two numbers are the year 21.

3. Is the Julian date on one or both of the front shock absorber **07921**?
 - YES>>> **Only replace** the shock absorber with the Julian date of **07921**. Proceed to [Step 4](#).
 - NO>>> This bulletin has been completed. Use inspection LOP (02-15-10-9A) to close the active RRT.
4. Only replace the front shock absorbers with the Julian date of **07921**. Refer to the detailed service procedures available in DealerCONNECT>Service Library under: Service Info 02 - Front Suspension / Front / Shock Absorber, Suspension / Removal and Installation.
5. Lower and remove the vehicle form the hoist. This bulletin has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-10-9A	Shock Absorber, Front - Inspect (1 - Semi-Skilled)	4 - Chassis Systems	0.2 Hrs.
02-15-10-9B	Shock Absorber, Front - Inspect and Replace Left Shock (1 - Semi-Skilled)	4 - Chassis Systems	1.6 Hrs.
02-15-10-9C	Shock Absorber, Front - Inspect and Replace Right Shock (1 - Semi-Skilled)	4 - Chassis Systems	0.7 Hrs.
02-15-10-9D	Shock Absorber, Front - Inspect and Replace Right and Left Shocks (1 - Semi-Skilled)	4 - Chassis Systems	2.0 Hrs.

RELATED OPERATION:

Labor Operation No:	Description	Skill Category	Amount
02-15-10-66	Dual Battery Equipped (1 - Semi-Skilled)	4 - Chassis Systems	0.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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