



NUMBER: 22-001-21

GROUP: 22 - Tires and Wheels

DATE: March 10, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-031, date of issue March 10, 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 Rear Wheel Center Cap Installed

OVERVIEW:

This bulletin involves inspecting and replacement of the rear wheel center caps, if required.

MODELS:

2021 (DD) RAM 3500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after December 10, 2020 (MDH 1210XX) and on or before December 23, 2020 (MDH 1223XX) and equipped with Dual Rear Wheels (Sales Code WLA).

SYMPTOM/CONDITION:

The customer/dealer may notice:

- The center caps on the rear wheels are chrome but they should be black.

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.**

PARTS REQUIRED:

Qty.	Part No.	Description
2	6UV29DX8AA	Black Wheel Center Cap

REPAIR PROCEDURE:

1. Visually inspect the rear wheel center caps.
2. Does the vehicle have black center caps?
 - YES>>> This bulletin has been completed. Use inspect LOP (22-60-05-94) to close the active RRT.
 - NO>>> Install the correct rear wheel center caps. Proceed to [Step 3](#).

3. On 3500 models with Dual Rear-Wheels (DRW), you must first remove the hub caps—use the procedure noted for the single rear wheel. For the wheel covers (wheel skins), insert the flat end of the lug wrench between the outer edge of the wheel cover and the wheel. Pry against the wheel to remove the wheel cover. Repeat this procedure around the wheel until the cover pops off (Fig. 1) .

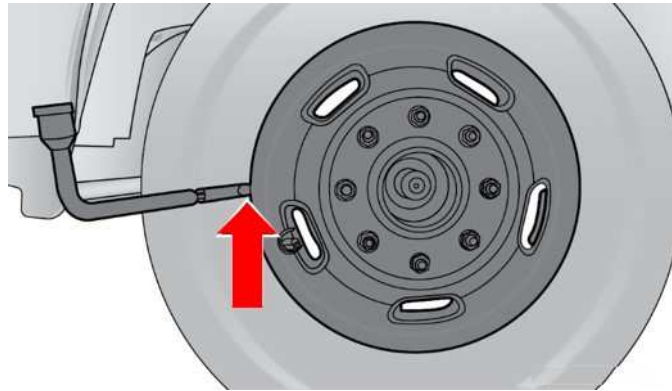


Fig. 1

Lug Wrench Insertion Location — Wheel Cover

CAUTION!

- Use a pulling motion to remove the hub cap. Do not use a twisting motion when removing the hub cap, damage to the hub cap; finish may occur.
 - The rear hub caps on the dual rear wheel has two pull off notches. Make sure that the hook of the jack handle driver is located squarely in the cap notch before attempting to pull off.
4. Replace the rear wheel center caps on the vehicle with the new black caps.

NOTE: The trucks should have black center caps and NO wheel covers. Instead, they have chrome center caps and chrome wheel covers (Fig. 2) .



Fig. 2

Wheel and Center Cap Examples

- 1 - Correct Black Center Cap and Black Wheel.
2 - Incorrect Chrome Center Cap and Chrome Wheel Cover.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
22-60-05-94	Cap, Wheel Center - Inspect (0 - Introduction)	4 - Chassis	0.2 Hrs.
22-60-05-95	Cap, Wheel Center - Inspect and Replace (0 - Introduction)	4 - Chassis	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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