



NUMBER: 17-001-21

GROUP: 17 - Rear Suspension

DATE: June 25, 2021

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This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 21-079, date of issue June 25, 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:

Rear Shock Eye Can Detach From Shock Body

OVERVIEW:

This bulletin involves inspecting the Julian date on both the left and right rear shock absorbers and possibly replacing one or both rear shock absorbers.

MODELS:

2021	(VF)	RAM ProMaster
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NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles built on or after January 22, 2021 (MDH 0122XX) and on or before March 04, 2021 (MDH 0304XX).

SYMPTOM/CONDITION:

The customer may comment on one or more of the following:

- A clunk noise from the rear of the vehicle.
- A harsh or bouncy ride.

DIAGNOSIS:

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

1. Raise and support the vehicle Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 04 - Vehicle Quick Reference/Hoisting - Standard Procedure.

2. Inspect for the Julian date of **121820** (Fig. 1) on both the left and right rear shock absorbers.



Fig. 1
Julian Date

3. Did either the left, right, or both rear shock absorber have a Julian date of 121820?
- YES>>> Replace the left, right or both rear shock absorbers. Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use inspection LOP (02-15-15-9E) to close the active RRT.

PARTS REQUIRED:

Qty.	Part No.	Description
2 (AR)	68274700AB	Rear Shock Absorber - (Left or Right)

REPAIR PROCEDURE:

NOTE: Only replace rear shock absorbers that have a Julian date of 121820.

1. Replace the rear shock absorber. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>17 - Rear Suspension / Shock Absorber, Suspension / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-15-9E	Rear Shock Absorbers - Inspect Julian Dates (1 - Semi-Skilled)	4 - Chassis	0.2 Hrs.
02-15-15-9F	Rear Shock Absorber - Inspect and Replace (One Side) (1 - Semi-Skilled)	4 - Chassis	0.4 Hrs.
02-15-15-9G	Rear Shock Absorbers - Inspect and Replace (Both Sides) (1 - Semi-Skilled)	4 - Chassis	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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