



NUMBER: 17-003-21

GROUP: 17 - Rear Suspension

DATE: June 29, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-081, date of issue June 29, 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 Left Rear Shock Area Over Bumps

OVERVIEW:

This bulletin involves replacing the left rear shock absorber.

MODELS:

2021 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after March 16, 2021 (MDH 0316XX) and on or before March 29, 2021 (MDH 0329XX) equipped with 6.2L Supercharged Hemi V8 SRT Engine (Sales Code ESD).

SYMPTOM/CONDITION:

The customer may describe the following:

- Clunk in left rear shock/suspension when driving over bumps.

PARTS REQUIRED:

Qty.	Part No.	Description
(1)	68432491AF	Shock Absorber, Rear Left

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. 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. Replace only the left rear shock absorber while reusing existing nut and bolts. Refer to the detailed service procedures available in DealerCONNECT>Service Library under: 17 - Rear Suspension / Shock Absorber, Suspension / Removal and Installation>TRX.
3. Lower and remove the vehicle from the hoist. This bulletin has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-15-9H	Shock Absorber, Rear - Replace Left Side (1 - Semi-Skilled)	4 - Chassis Systems	0.7 Hrs.

FAILURE CODE:

ZZ	Service Action
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