

Technical Service Bulletin (TSB)  
Noise When Turning

<b>REFERENCE:</b>	<b>TSB:</b> 02-004-23 REV. A <b>GROUP</b> 02 - Front Suspension	<b>Date:</b>	July 7, 2023	<b>REVISION:</b>	02-004-23
<b>VEHICLES AFFECTED:</b>	<b>2022 - 2023 (D2) RAM 3500 Pickup</b> This bulletin applies to vehicles built on and before March 15, 2023 (MDH 0315XX) equipped with the 6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETL).	<b>MARKET APPLICABILITY:</b> <input checked="" type="checkbox"/> **NA ** <input type="checkbox"/> CH <input type="checkbox"/> EE <input type="checkbox"/> IAP <input checked="" type="checkbox"/> SA <input type="checkbox"/> MEA			
<b>CUSTOMER SYMPTOM:</b>	The technician or customer may notice the following: <ul style="list-style-type: none"> <li>Front suspension squeaking noise when turning the steering wheel.</li> </ul>				
<b>CAUSE:</b>	Not enough space between two frame sections.				

This bulletin supersedes Technical Service Bulletin (TSB) 02-004-23, date of issue June 15, 2023, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include an updated region.

**REPAIR SUMMARY:**

This bulletin involves creating a space between two frame sections and adding wax.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-20-03-95	Create A Greater Space At Trackbar Support Mount and add wax (1 - Semi-Skilled)	2 - Front Suspension	1.30 Hrs.
Failure Code	ZZ	Service Action	

**SPARE PARTS:**

Qty	Part No.	Description	Notes
1 (AR)	7095022	WAX TUNAP 299 Leaf spring protection (Only warranty reimbursement, do not order part)	

**DIAGNOSIS:**

If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

**REPAIR PROCEDURE:**

1. Raise and support vehicle. Refer to the detailed service procedures listed in DealerCONNECT>Service Library under: Service Info>04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
2. Clean suspension and frame area prior to disassembly. Remove trackbar and trackbar mount (Fig. 1) .



**Fig. 1**  
**Trackbar and Trackbar Mount**

- 1 - Trackbar
- 2 - Trackbar Mount

3. Insert a screwdriver or long chisel between frame sections above trackbar mount as shown in (Fig. 2) :



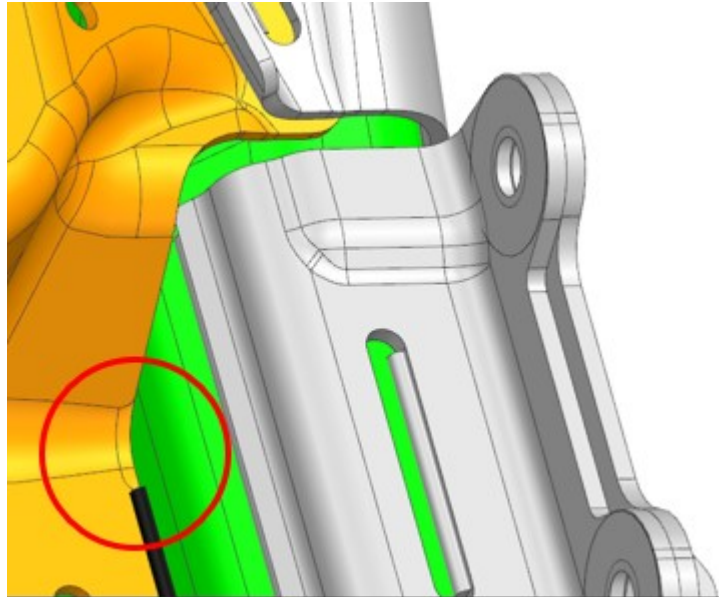
**Fig. 2**  
**Screwdriver Or Chisel Placement**

4. Drive the screwdriver or chisel forward with a hammer to create a space between the two frame sections.

**CAUTION! Avoid material removal or damage.**

5. Ensure there is a 5 - 10 mm (3/16 - 3/8") gap between the frame sections.

6. Apply wax to area shown (TUNAP 299) to the newly opened frame sections (Fig. 3) .



**Fig. 3**  
**Wax Area**

7. Apply tape to the waxed area (Fig. 4) .

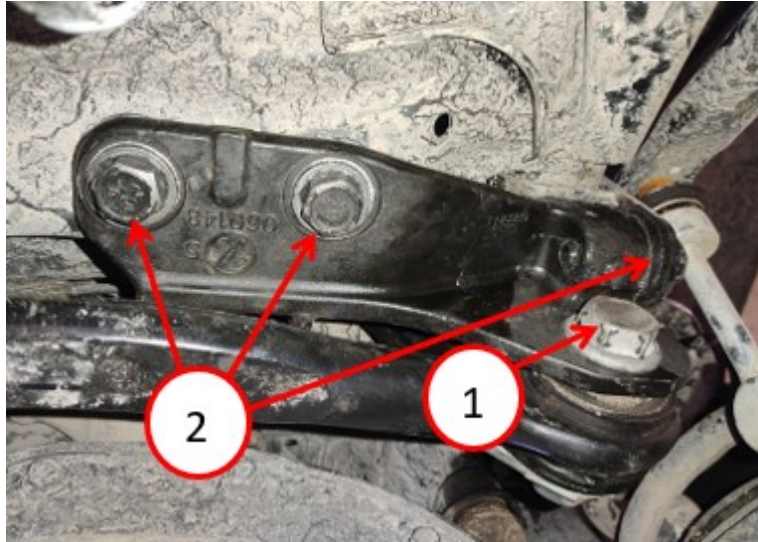
**NOTE: Be careful to not disturb the wax when installing the tape.**



**Fig. 4**  
**Wax/Tape Area**

8. Reinstall the trackbar and trackbar mount (Fig. 1) .

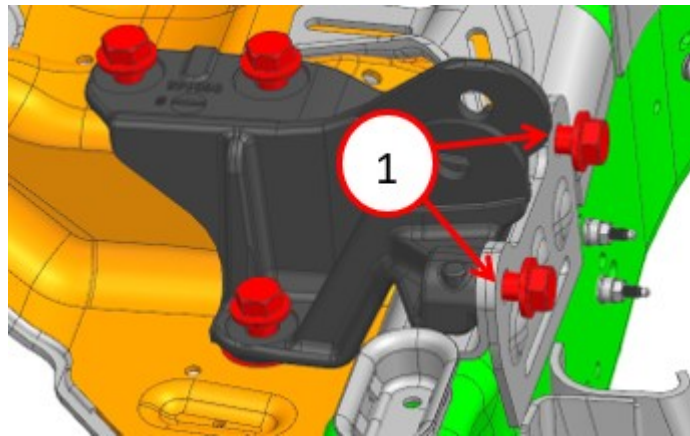
9. **Hand tighten** all the trackbar mount - to - frame fasteners and the trackbar - to - mount fastener (Fig. 5) .



**Fig. 5**  
**Trackbar And Trackbar Mount**

- 1 - Trackbar - to - Trackbar Mount Fastener  
2 - Trackbar - to - Frame Fasteners
- 

10. Torque the two right hand mount fasteners **first** to 175 N·m (129 Ft. Lbs.) (Fig. 6) .



**Fig. 6**  
**Trackbar Mount**

- 1 - Right Hand Fasteners
-

11. Torque the remaining three trackbar mount fasteners to 175 N·m (129 Ft. Lbs.).
12. Lower the vehicle completely to put full vehicle weight on the ground.
13. Torque the one trackbar - to - trackbar mount fastener to 387 N·m (285 Ft. Lbs.) (Fig. 5) .

**NOTE: Allow 24 hours before returning the vehicle to the customer for the wax to cure.**

14. Test drive vehicle and ensure noise is no longer present.

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