

**Technical Service Bulletin (TSB)**  
**Left Front Strut Not Torqued Properly**

<b>REFERENCE:</b>	<b>TSB:</b> 02-010-24 <b>GROUP:</b> 02 - Front Suspension	<b>Date:</b>	November 16, 2024	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	<b>2025 (DT) RAM 1500 Pickup</b> This bulletin applies to vehicles built on and after July 30, 2024 (MDH 0730XX) and on and before August 05, 2024 (MDH 0805XX).	<b>MARKET APPLICABILITY:</b>			
		<input checked="" type="checkbox"/> NA <input type="checkbox"/> CH <input type="checkbox"/> EE <input type="checkbox"/> IAP <input type="checkbox"/> SA <input type="checkbox"/> MEA			
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may experience the following:</b> <ul style="list-style-type: none"> <li>Noise from left front wheel area while driving.</li> </ul>				
<b>CAUSE:</b>	Incorrect torque on front shock rod nut.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-155, date of issue November 16, 2024. All applicable RSU VINs have been loaded. To verify this RSU 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.

**REPAIR SUMMARY:**

This bulletin involves replacing the left front strut.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-15-10-90	Shock Absorber, Front - Inspect Shock Rod Nut Torque (Left) (0 - Introduction)	2 - Front Suspension	0.2 Hrs.
02-15-10-91	Shock Absorber, Front - Inspect Shock Rod Nut Torque (Left) And Replace Left Front Strut (0 - Introduction)	2 - Front Suspension	1.1 Hrs.
Failure Code	ZZ	Service Action	

## SPARE PARTS:

Qty	Part No.	Description	Notes
1	68404036AD	Shock, Suspension - Front	Left Front Shock
1	06513404AA	Nut, Hex Lock M12X1.25X22.00	Half Shaft Nut
1	06513368AA	Nut	Stabilizer Nut
2	06513034AA	Bolts, Hex Flange Head - M16.0x2.00x55.40	Caliper Adapter To Knuckle
1	06506276AA	Nut, Hex Flange Lock - M12X1.25	Shock Top Nut
1	06506557AA	Nut, Ball Joint	

## DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

## REPAIR PROCEDURE:

1. Is the vehicle on the RSU VIN list?
  - YES>>> Proceed to [Step 2](#).
  - NO>>> This bulletin does not apply. Perform further diagnostics.
2. Raise the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
3. Inspect the torque on the left shock top nut. Is the torque below 31 N·m (22.8 Ft.Lbs.)?
  - YES>>> Proceed to [Step 4](#).
  - NO>>> This bulletin does not apply. Perform further diagnostics.
4. Replace front strut assembly. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 02 - Front Suspension /Front, Independent Front Suspension / Shock Absorber, Suspension / Removal and Installation.

**NOTE: DO NOT use a hammer for ball joint removal.**

5. Perform alignment if necessary.

## POLICY:

Reimbursable within the provisions of the warranty.

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