

Technical Service Bulletin (TSB)
Front Bumper Paint Is Dull

REFERENCE:	TSB: 23-027-25 GROUP: 23 - Body	Date:	June 27, 2025	REVISION:	—
VEHICLES AFFECTED:	2020 - 2022 (DS) RAM 1500 Pickup This bulletin applies to vehicles built on or after January 02, 2020 (MDH 0102XX).			MARKET APPLICABILITY: <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 NOTE: This bulletin applies to the North American market.	
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none"> • Front bumper paint is dull Fig. 1. 				
CAUSE:	Manufacturing defect				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-115 date of issue June 27, 2025.



Fig. 1
Dull Bumper Paint Example

REPAIR SUMMARY:

This bulletin involves inspecting and possibly replacing the front bumper.

NOTE: Only vehicles still under the basic warranty are covered in this TSB.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
13-20-02-96	Bumper, Front - Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.7 Hrs.
Failure Code	ZZ	Service Action	

RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
13-20-02-62	Air Suspension Equipped (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.1 Hrs.
13-20-02-63	Tow Hook Equipped (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.1 Hrs.

SPARE PARTS:

Qty	Part No.	Description	Notes
1	5SX95RXFAB	Bumper, Front	(No painting required)

DIAGNOSIS:

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

REPAIR PROCEDURE:

NOTE: This is not a proactive repair. This Repair Procedure is to only be performed under this RSU if the vehicle exhibits the symptom/conditions listed in this document and are still under the basic warranty.

1. Replace the front bumper. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 13 - Frame and Bumpers / Bumpers / Bumper, Front / Removal /Installation.

POLICY:

Reimbursable within the provisions of the warranty.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.