STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Vehicle out of Alignment

REFERENCE:	**TSB:** 02-001-24 REV. A **GROUP:** 02 - Front Suspension	**Date:**	April 27, 2024	**REVISION:**	02-001-24
VEHICLES AFFECTED:	**2023 - 2024 (DT) Ram 1500 Pickup** **This bulletin applies to vehicles built on or after August 07, 2023 (MDH 0807XX) and on or before September 08, 2023 (MDH 0908XX).**			**MARKET APPLICABILITY:** ☐ **NA** ☒ SA ☒ EE ☐ MEA ☒ IAP ☐ CH	
CUSTOMER SYMPTOM:	**Customers may experience the following:** • Vehicle pulls to the left.				
CAUSE:	**Front left caster value out of specification**				

This bulletin supersedes Technical Service Bulletin (TSB) 02-001-24, date of issue February 3, 2024, which should be removed from your files. All revisions are highlighted with **asterisks and include removing a market, adding an updated RSU statement and an NA RSU cancellation note.**

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-340, date of issue December 07, 2023. 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.****

NOTE: **This proactive service action no longer applies for North America. Please follow published service procedures in Service Library to diagnose and repair the vehicle. **

REPAIR SUMMARY:

This bulletin involves performing a wheel alignment.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-00-01-9U	Perform Wheel Alignment (1 - Semi-Skilled)	4 - Chassis	1.3 Hrs.
Failure Code	ZZ	Service Action	

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. **This RSU only applies to vehicles on the RSU VIN list.**

REPAIR PROCEDURE:

1. Perform a wheel alignment. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>02 - Front Suspension / Wheel Alignment / Standard Procedure.

POLICY:

Reimbursable within the provisions of the warranty.

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