



NUMBER: 02-003-08

GROUP: Suspension

DATE: June 20, 2008

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SUBJECT:

Front and/or Rear Shock Absorber May Exhibit A Clunking / Loose Lumber-Like Sound

OVERVIEW:

This bulletin involves replacement of the vehicle shock absorbers

MODELS:

2008 (DM) Ram Truck (4500/5500)

SYMPTOM/CONDITION:

The customer may experience a clunking-like sound when traveling over small inputs (bumps and dips) in the road. This clunk-like sound is sometimes described as being similar to the sound that "loose lumber" may make when loose boards strike each other. This condition is more noticeable during cold ambient conditions below 4°C (40°F), and at lower vehicle speeds when background noise is less. The sound may come from the front and/or rear shock absorbers.

This condition is due to internal components within the vehicle shock absorber.

DIAGNOSIS:

Perform the following steps in a safe environment/area that is away from other vehicles and people. Locate a safe area that has small bumps which will excite the vehicle suspension and shock absorbers.

1. Drive the vehicle at a vehicle speed below 16 KMH (10 MPH).
2. Place the transmission into neutral.
3. **WITHOUT LOCKING THE STEERING COLUMN**, turn the engine off.
4. Allow the vehicle to roll over the small inputs (bumps).
5. If the shock absorber clunk / loose lumber-like sound is present, perform the repair procedure.



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PARTS REQUIRED:

Qty.	Part No.	Description
2	68027454AC	Absorber, Front Shock (4L43, 4L63, 9L43, 9L63)
2	68027459AC	Absorber, Front Shock (4L44, 4L64, 9L44, 9L64)
2	68027460AC	Absorber, Front Shock (4L65, 5L65, 9L65, 0L65, 4L66, 5L66, 9L66, 0L66)
2	68027462AC	Absorber, Front Shock (5L43, 5L63, 0L43, 0L63)
2	68027466AC	Absorber, Front Shock (5L44, 5L64, 0L44, 0L64)
2	68042874AB	Absorber, Rear Shock (4L43, 4L63, 9L43, 9L63)
2	68042875AB	Absorber, Rear Shock (4L44, 4L64, 9L44, 9L64)
2	68042876AB	Absorber, Rear Shock (4L65, 4L66, 9L65, 9L66, 5L44, 5L64, 0L44, 0L64)
2	68042877AB	Absorber, Rear Shock (5L43, 5L63, 0L43, 0L63)
2	68042878AB	Absorber, Rear Shock (5L65, 5L66, 0L65, 0L66)

REPAIR PROCEDURE:

1. Replace both front and rear sets of shock absorbers.
2. Refer to TechCONNECT for detailed service information. From the Service Info tab select: 2 - Suspension - Service Information > Front - Link/Coil or Rear > Shock > Removal and Installation

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
02-15-01-91	Shock Absorber - Front and Rear - Replace All Four (B)	1.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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