



NUMBER: 08-121-19

GROUP: 08 - Electrical

DATE: December 6, 2019

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-100, dated December 06, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT 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.

SUBJECT:

Power Take Off (PTO) is Inoperable

OVERVIEW:

This bulletin involves installing a PTO diode jumper harness.

MODELS:

2019	(DD)	RAM 3500 Cab Chassis
2019	(DP)	RAM 4500/5500 Cab Chassis

NOTE: This bulletin applies to vehicles within the following markets/countries: North America and EMEA.

NOTE: This bulletin applies to vehicles built on or after May 23, 2018 (MDH 0523XX) and on or before August 05, 2019 (MDH 0805XX) equipped Power Take Off Prep (Sales Code LBN and Power Take Off - Left Side (Sales Code LBV).

SYMPTOM/CONDITION:

The customer may describe that the PTO is inoperative. Upon further investigation the technician may find that the following Diagnostic Trouble Code (DTC) may have been set:

- P1123-00 - PTO System Performance.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

PARTS REQUIRED:

Qty.	Part No.	Description
1	68496218AA	Harness, PTO Diode Jumper Kit

REPAIR PROCEDURE:

1. Remove the left battery(s). Refer to the detailed service procedures available in DealerCONNECT> Service Library: 08 - Electrical / 8F - Engine Systems / Battery System / Battery / Removal.
2. If the vehicle is equipped with an auxiliary battery, loosen and remove the ground clamp from the battery and isolate it.
3. Locate the AUX Power Distribution Center (PDC) next to the left battery tray, (Fig. 1) .

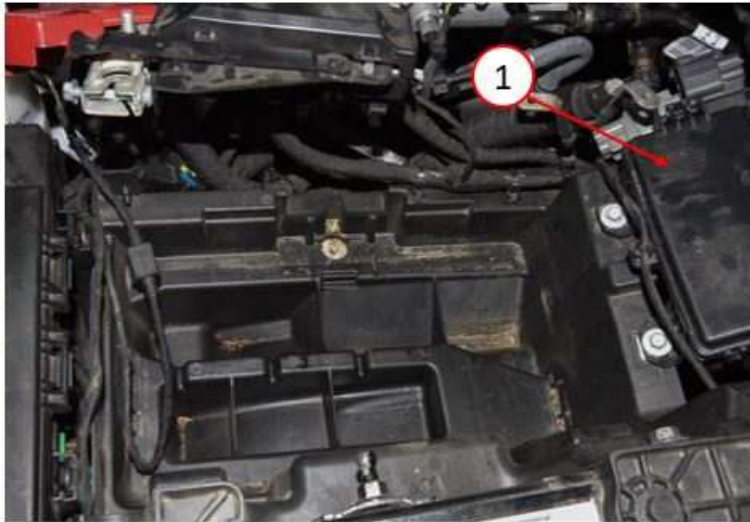


Fig. 1
AUX PDC Location

1 - AUX PDC

4. Remove the AUX PDC mounting bolts and wire harness (Gas engine only) retainer, (Fig. 2) .

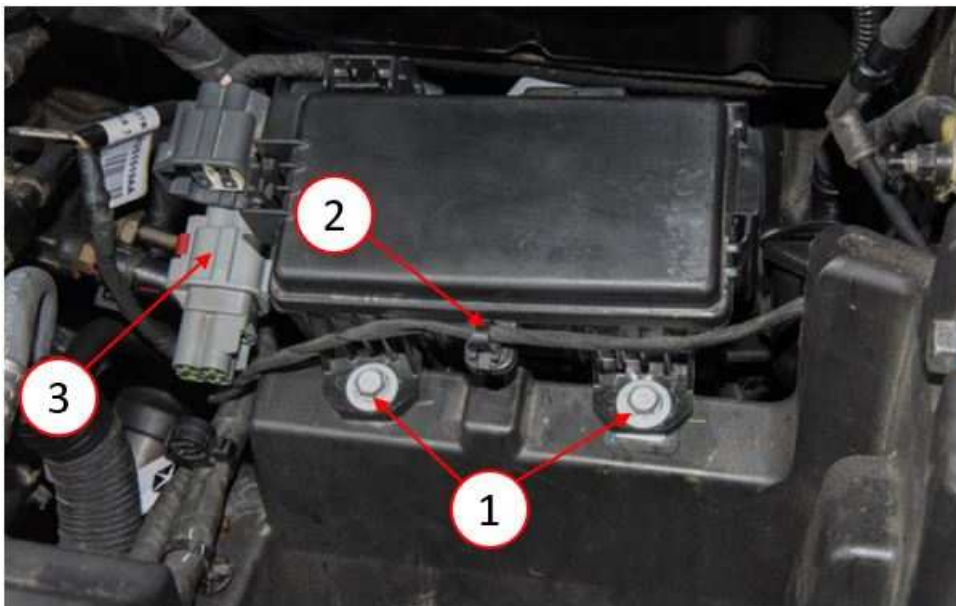


Fig. 2
AUX PDC

1 - AUX PDC Mounting Bolts
2 - Wire Harness Retainer (Gas Engine Only)
3 - Light Gray Connector

5. Press the lock tab on the connector bracket and pull up on the bracket to release it from the AUX PDC, (Fig. 3) .

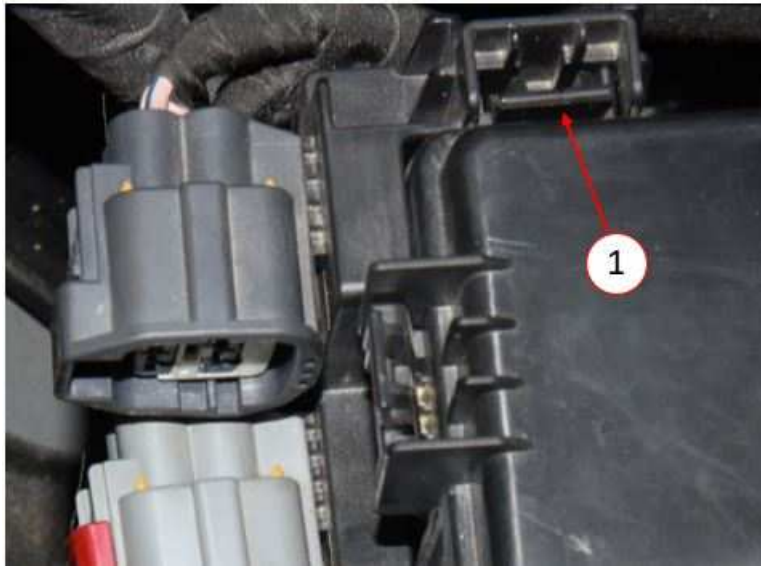


Fig. 3
Location of Connector Bracket Lock Tab

1 - Lock Tab

6. Turn the AUX PDC over and see if the PTO jumper harness was already installed.
7. Was the PTO jumper harness already installed?
- YES>>> Put the vehicle back together. Use inspection LOP (08-90-65-9C) to close the active RRT. Proceed to [Step 16](#).
 - NO>>> Install the PTO jumper harness. Proceed to [Step 8](#).
8. (Diesel engine only). Remove the wire harness retainer from the connector bracket, (Fig. 4) .



Fig. 4
Connector Bracket

1 - AUX PDC Connector Bracket
2 - Wire Harness Retainer (Diesel Engine Only)

9. Disconnect the connector or male plug from the light gray connector, (Fig. 5) .

NOTE: The light gray connector will have a PTO harness connected to it or there will be a male plug in the connector.

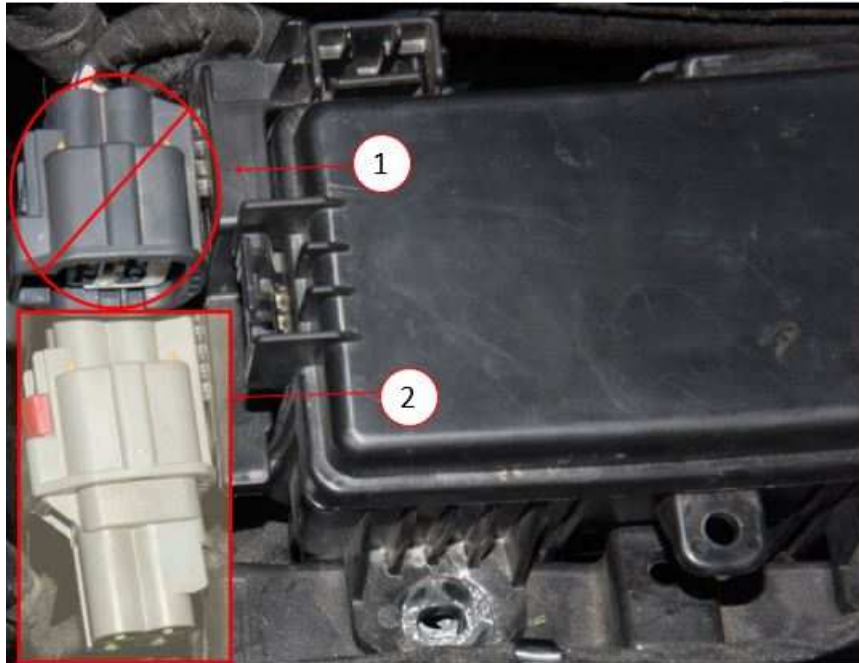


Fig. 5

Light Gray Connector Location

1 - Dark Gray Connector, NOT Used in This Bulletin

2 - Light Gray Connector, to be Connected to Jumper Harness

10. Remove the original light gray connector from the bracket.

11. Connect the original light gray connector to the PTO jumper harness, (Fig. 6) .



Fig. 6
PTO Diode Jumper Harness

- 1 - Diode Jumper Harness
 - 2 - Original Light Gray Connector
 - 3 - Light Gray Jumper Harness Connector
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12. Zip tie PTO jumper harness to the main harness, (Fig. 7) .

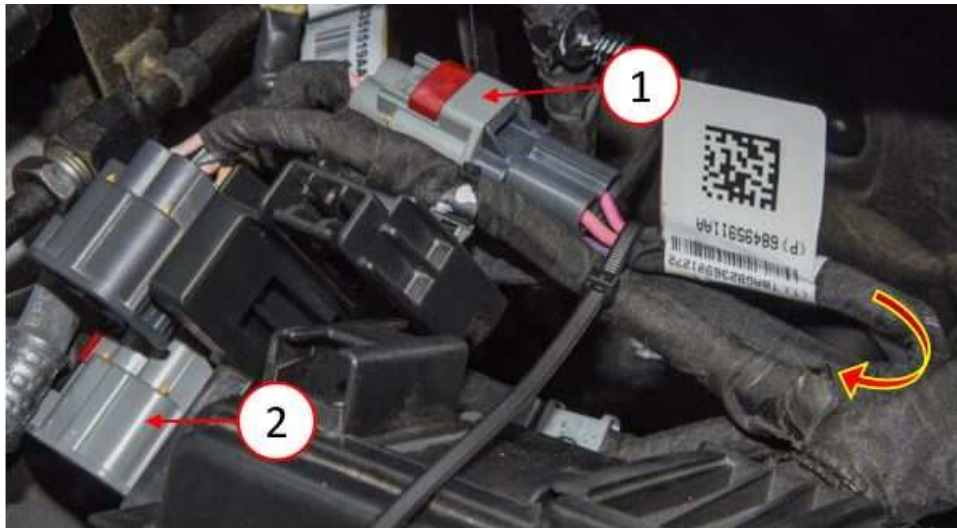


Fig. 7
PTO Diode Jumper Harness

- 1 - Original Light Gray Connector
2 - Light Gray Jumper Harness Connector

NOTE: Make sure the PTO jumper harness is zip tied to the main harness and new zip tie clips are used to attach it to the back of the AUX PDC, (Fig. 8) .

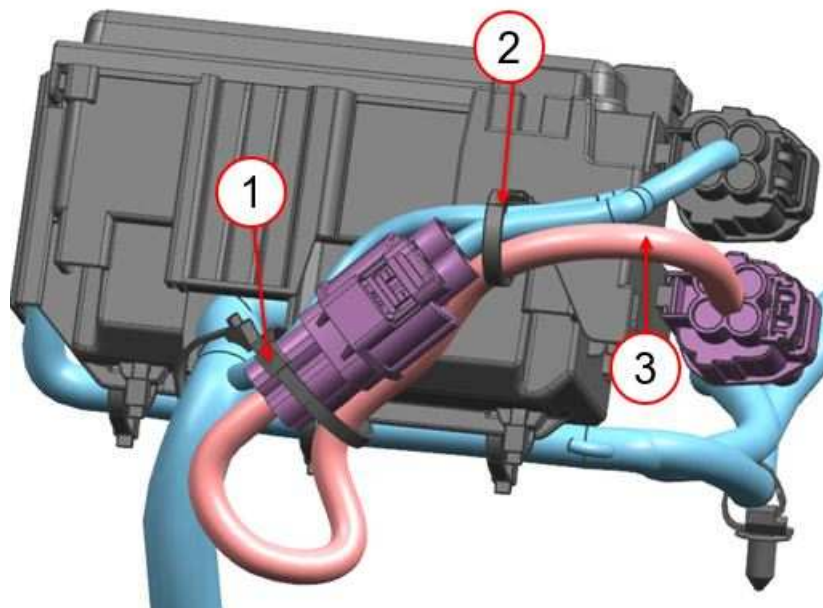


Fig. 8
Jumper Harness Attached to the Back of the AUX PDC

- 1 - Zip Tie
2 - Tie Strap Clip
3 PTO Jumper Harness

13. Install the new wire harness retainer on the connector bracket, (Fig. 4) .
14. Put the light gray PTO jumper harness connector on the connector bracket.
15. Put the connector bracket back on the AUX PDC.
16. Install the AUX PDC back onto the PDC mounting bracket, (Fig. 2) .

17. Install the left battery(s). Refer to the detailed service procedures available in DealerCONNECT> Service Library: 08 - Electrical / 8F - Engine Systems / Battery System / Battery / Installation.
18. Connect negative AUX battery cable if equipped.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-90-65-9C	PTO, Harness, Inspect Only (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-90-65-9D	PTO, Harness, Inspect and Install (2 - Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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