



Strong As An Ox™

# Technical/Service Bulletin

**Log Number:** SB028

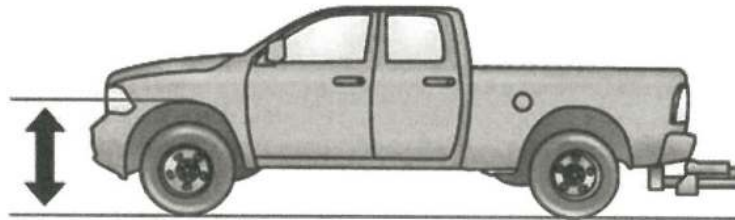
**Subject:** Setting-Up Sway Pro with a 2017 Ram 1500/2500/3500

**To:** TSA/Sales/Rally Teams

**Date:** October 27th, 2017

## Towing With 1500 Air Suspension

1. Set air suspension to normal ride height. No action is required if already in normal ride height.  
**Note:** The vehicle must remain in the engine run position with all doors closed while attaching a trailer for proper leveling of the air suspension system.
2. Position the truck to be ready to connect to the trailer (do not connect the trailer).
3. Under the instrument cluster or touch screen radio settings, enable jack mode. Jack mode will be canceled and procedure must be restarted if the vehicle is driven at speeds about 5 mph (8 kmh).
4. Measure the height of the top of the front wheel opening on the fender to ground, this is height, H1.



Measuring Height (H):

5. Attach the trailer to the vehicle without the weight distribution bars connected.
6. Measure the height of the top of the front wheel opening on the fender to ground, this is height, H2.
7. Install and adjust the tension in the weight distributing bars per the manufacturers' recommendations so that the height of the front fender is approximately  $(H2-H1) / 3 + H1$  (about 1/3 the difference between H2 and H1 above normal ride height [H1]).
8. Use the instrument cluster or touch screen radio settings and switch off tire jack mode. Make sure the truck returns to normal ride height. Perform a visual inspection of the trailer and weight distributing hitch to confirm manufacturers' recommendations have been met.
9. The truck can now be driven.

**Note:** For all towing conditions, it is recommended to tow with the tow haul mode engaged.

**Note:** A 9 Hole Shank may be required for a 20" trailer coupler height.

Measurement Example	Example 1500 Height (Inches)
H1	36
H2	37
H2-H1	1
$(H2-H1)/3$	0.33
$(H2-H1) / 3 + H1$	36.33



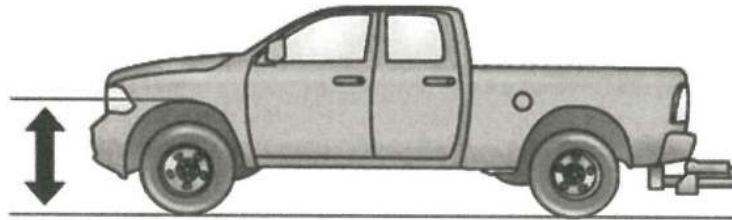
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## Towing With 2500/3500 Air Suspension

1. Position the truck to be ready to connect to the trailer (do not connect the trailer).

**Note:** Normal ride Height (NRH) or Alternate Trailer Height (ATH) can be used. The vehicle must remain in the engine running position while attaching a trailer for proper leveling of the air suspension system. It may not be possible to enter ATH while lightly loaded.

2. Measure the height of the top of the front wheel opening on the fender to ground, this is height, H1.



3. Attach the trailer to the vehicle without the weight distribution bars connected.
4. Measure the height of the top of the front wheel opening on the fender to ground, this is height, H2.
5. Install and adjust the tension in the weight distributing bars per the manufacturers' recommendations so that the height of the front fender is approximately  $(H2-H1) / 2 + H1$  (about 1/2 the difference between H2 and H1 above normal ride height [H1]).
6. Perform a visual inspection of the trailer and wight distributing hitch to confirm manufacturers' recommendations have been met.

**Note:** For all towing conditions, it is recommended to tow with the tow haul mode engaged.

**Note:** A 9 Hole Shank may be required for a 20" trailer coupler height.

Measurement Example	Example 2500/3500 Height (Inches)
H1	40
H2	42
H2-H1	2
$(H2-H1)/3$	1
$(H2-H1) / 2 + H1$	41

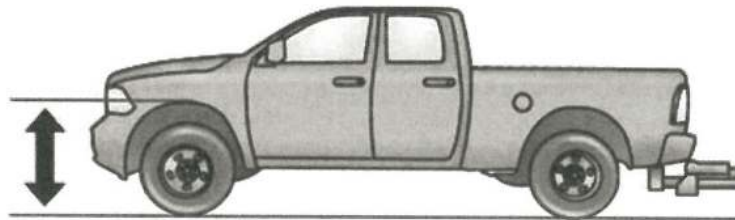


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## Towing With 1500/2500/3500 Non-Air Suspension

1. Position the truck to be ready to connect to the trailer (do not connect the trailer).
2. Measure the height of the top of the front wheel opening on the fender to ground, this is height, H1.



3. Attach the trailer to the vehicle without the weight distribution bars connected.
4. Measure the height of the top of the front wheel opening on the fender to ground, this is height, H2.
5. Install and adjust the tension in the weight distributing bars per the manufacturers' recommendations so that the height of the front fender is approximately  $(H2-H1) / 2 + H1$  (about 1/2 the difference between H2 and H1 above normal ride height [H1]).
6. Perform a visual inspection of the trailer and weight distributing hitch to confirm manufacturers' recommendations have been met.

**Note:** For all towing conditions, it is recommended to tow with the tow haul mode engaged.

**Note:** A 9 Hole Shank may be required for a 20" trailer coupler height.

Measurement Example	Example 1500/2500/3500 Height (Inches)
H1	40
H2	42
H2-H1	2
$(H2-H1)/3$	1
$(H2-H1) / 2 + H1$	41

If you have any questions or for additional information, please contact a member of the Blue Ox® 24/7 Technical Service Department at (402) 385-3051 or visit [www.blueox.com](http://www.blueox.com).