

**Technical Service Bulletin (TSB)**  
**Clicking Noise While In 4WD**

<b>REFERENCE:</b>	<b>TSB:</b> 03-001-25 <b>GROUP:</b> 03 - Differential and Driveline	<b>Date:</b>	February 7, 2025	<b>REVISION:</b>	03-003-23
<b>VEHICLES AFFECTED:</b>	<b>**2019** - 2023 (DJ) RAM 1500 Classic</b> <b>**2019** - 2023 (D2) RAM 3500 Pickup</b> <b>**2019** - 2023 (DD) RAM 3500 Cab Chassis</b> <b>**2019** - 2023 (DF) RAM 3500 10K LB. Cab Chassis</b> <b>**2019** - 2023 (DP) RAM 4500/5500 Cab Chassis</b> <b>**2019** - 2023 (DX) RAM Truck (Mexico)</b> This bulletin applies to vehicles built on and before <b>**October 22, 2023 (MDH 1022XX)**</b> equipped with Four Wheel Drive (Sales Code 5I4).			<b>MARKET APPLICABILITY:</b> <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input checked="" type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH	
<b>CUSTOMER SYMPTOM:</b>	Customers may experience the following: <ul style="list-style-type: none"> <li>• Ratcheting, click, or clicking noise in 4WD while turning.</li> </ul>				
<b>CAUSE:</b>	Possible improperly machined front driveshaft				

This bulletin supersedes Technical Service Bulletin (TSB) 03-003-23, date of issue June 24, 2023, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include new model years and new build to date.

**REPAIR SUMMARY:**

This bulletin involves replacing the front driveshaft.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
16-30-01-9D	Front Driveshaft - Replace (1 - Semi-Skilled)	03 - Differential and Driveline	0.7 Hrs.
Failure Code	ZZ	Service Action	

**SPARE PARTS:**

**NOTE: Use StarParts to determine which driveshaft to order according to VIN.**

Qty	Part No.	Description	Notes
1 (AR)	68305624AE	Driveshaft, front	DJ, D2, DD, DF, DX (VIN Specific)
1 (AR)	68312648AE	Driveshaft, front	D2, DD (VIN Specific)
1 (AR)	68368120A	Driveshaft, front	D2 (VIN Specific)
1 (AR)	68312638AE	Driveshaft, front	DD (VIN Specific)
1 (AR)	68312646AE	Driveshaft, front	DP (VIN Specific)

Qty	Part No.	Description	Notes
1 (AR)	68368111AE	Driveshaft, front	DP (VIN Specific)
1 (AR)	68312640AD	Driveshaft, front	DP (VIN Specific)
4 (AR)	06509166AA	Front Driveshaft to Front Axle Bolts	DP
1 (AR)	68433227AB	Transfer Case Output Shaft Boot	

## DIAGNOSIS:

If the customer describes the symptom/condition listed above and indicated by proper maintenance records, perform the Repair Procedure.

## REPAIR PROCEDURE:

1. Start the vehicle. With 4WD system in 2WD mode and in a safe area, drive the vehicle between 1-5 MPH (1-8 KPH) while turning the steering wheel between ¼ turn and full lock.
2. Is there a ratcheting/click noise heard from the front driveline?
  - YES>>> This bulletin does not apply. Normal diagnosis should be performed.
  - NO>>> Proceed to [Step 3](#).
3. Place the 4WD system into 4WD high mode.

### CAUTION!

**Only perform the following diagnosis steps on low traction surfaces (e.g. grass, gravel, snow, or wet pavement). Performing these steps on dry pavement may produce false results.**

**NOTE: The noise may be more detectable while turning to the left.**

4. In a safe area, drive the vehicle again between 1-5 MPH (1-8 KPH) while turning the steering wheel between ¼ turn and full lock. Is there a ratcheting/click noise heard from the front driveline?
  - YES>>> Proceed to [Step 5](#).
  - NO>>> This Bulletin does not apply. Normal diagnosis should be performed.
5. Replace the front driveshaft, using new driveshaft bolts. Refer to the detailed service procedures listed in DealerConnect>Service Library under: 03 - Differential and Driveline / Driveshaft / Removal and 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.*