

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

REFERENCE:	TSB: 03-001-25 REV. A GROUP: 03 - Differential and Driveline	Date:	February 11, 2025	REVISION:	03-001-25
VEHICLES AFFECTED:	2019 - 2023 (DJ) RAM 1500 Classic 2019 - 2023 (D2) RAM 3500 Pickup 2019 - 2023 (DD) RAM 3500 Cab Chassis 2019 - 2023 (DF) RAM 3500 10K LB. Cab Chassis 2019 - 2023 (DP) RAM 4500/5500 Cab Chassis 2019 - 2023 (DX) RAM Truck (Mexico) This bulletin applies to vehicles built on and before October 22, 2023 (MDH 1022XX) equipped with Four Wheel Drive (Sales Code 5I4).			MARKET APPLICABILITY:	
				<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
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none"> Ratcheting, click, or clicking noise in 4WD while turning. 				
CAUSE:	Possible improperly machined front driveshaft				

This bulletin supersedes Technical Service Bulletin (TSB) 03-001-25 date of issue February 07, 2025, which should be removed from your files. All revisions are highlighted with asterisks and include an updated part number.

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)	**68368120AE**	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.