

Technical Service Bulletin (TSB)
4WD Inoperative Or Noisy

REFERENCE:	TSB: 03-005-25 GROUP: 03 - Differential and Driveline	Date:	June 5, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (DT) RAM 1500 Pickup (RHO Models Only) This bulletin applies to vehicles built on and after December 06, 2024 (MDH 1206XX) and on and before January 29, 2025 MDH 0129XX) equipped with the 3.0L I6 Hurricane HO Twin Turbo w/ESS (Sales Code EFC).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH			
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> Noise while in 4WD. 4WD inoperative. 				
CAUSE:	Bent half shaft splines				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-106, date of issue June 05, 2025. All applicable RSU VINs have been loaded. To verify this RSU 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.

REPAIR SUMMARY:

This bulletin involves inspecting and possibly replacing the output shafts.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-13-05-9Q	Shaft, Front Axle - Inspect (1 - Semi - Skilled)	03 - Differential and Driveline	0.3 Hrs.
02-13-05-9R	Shaft, Front Axle - Inspect and Replace One Side (1 - Semi - Skilled)	03 - Differential and Driveline	0.5 Hrs.
02-13-05-9S	Shaft, Front Axle - Inspect and Replace Both Sides (1 - Semi - Skilled)	03 - Differential and Driveline	0.7 Hrs.
Failure Code	ZY	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
2 (AR)	68679812AA	Shaft, Axle (Left or Right)	
2 (AR)	06513404AA	Nut, Hex Lock, M12x1.25x22.00	Hub Nut
2 (AR)	68531556AA	O-Ring	
2 (AR)	68567910AA	Snap Ring	
2 (AR)	06506557AA	Nut and Washer, Hex Lock, M14x1.50	Upper Ball Joint Nut

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Gauges, Clearance Measurement, Non-Metallic	2022300230	Essential Tool

REPAIR PROCEDURE:

- Is the vehicle on the RSU VIN list?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> This bulletin does not apply. Perform further diagnostics.
- Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
- Using a 15mm (19/32 in.) gauge, check the gap between the **left** half shaft and the dust shield of the differential [Fig. 1](#). Note the measurement.

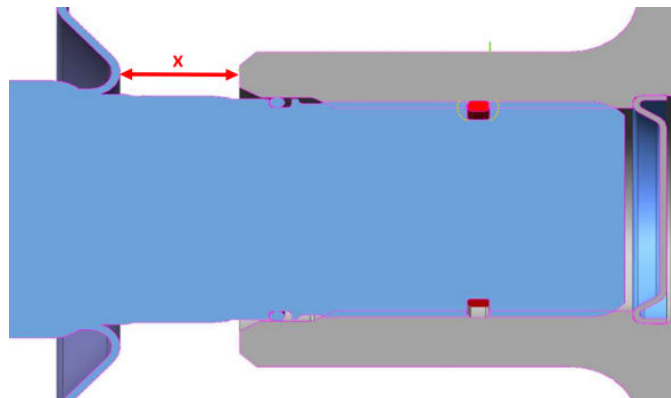


Fig. 1
Area To Measure

- Using a 3mm (3/32 in.) gauge, check the gap between the **right** half shaft and the dust shield of the differential [Fig. 1](#). Note the measurement.

5. Was either the left half shaft gap greater than or equal to 15 mm (19/32 in.), or the right half shaft gap greater than or equal to 3 mm (3/32 in.)?
 - YES>>> Proceed to [Step 6](#).
 - NO>>> This bulletin does not apply. Use Inspect LOP (02-13-05-9Q) to close the active RSU.
6. Replace the output shafts. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 03 - Differential and Driveline / Shafts, Axle/Drive/Half / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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