

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

REFERENCE:	TSB: 03-003-23 GROUP 03 - Differential and Driveline	Date:	June 24, 2023	REVISION:	-
VEHICLES AFFECTED:	2021 - 2023 (DJ) RAM 2500 Pickup 2021 - 2023 (D2) RAM 3500 Pickup 2021 - 2023 (DD) RAM 3500 Cab Chassis 2021 - 2023 (DF) RAM 3500 10K LB. Cab Chassis 2021 - 2023 (DP) RAM 4500/5500 Cab Chassis 2021 - 2023 (DX) RAM Truck (Mexico) This bulletin applies to vehicles built on and after January 01, 2021 (MDH 0101XX) and on and before March 31, 2023 (MDH 0331XX) equipped with Four Wheel Drive (Sales Code 5I4).	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	Ratcheting, Click, or Clicking noise in 4WD while turning.				
CAUSE:	Possible improperly machined front driveshaft.				

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)
1 (AR)	68368111AE	Driveshaft, front	DP (VIN Specific)
4 (AR)	06509166AA	Front Driveshaft to Front Axle Bolts	DP
4 (AR)	06506497AA	Front Driveshaft to Front Axle Bolts	DJ, D2, DD, DF, DX
1 (AR)	68433227AB	Transfer Case Output Shaft Boot	
1 (AR)	68312640AD	Driveshaft, front	DP (VIN Specific)

Qty	Part No.	Description	Notes
1 (AR)	68305361AD	Driveshaft, front	DJ, D2, DD, DF, DX (VIN Specific)

DIAGNOSIS:

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 1](#) of the Repair Procedure.
 - NO>>>This Bulletin does not apply. Normal diagnosis should be performed.

REPAIR PROCEDURE:

1. 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.

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