



**NUMBER:** 09-002-15 REV. A

**GROUP:** Engine

**DATE:** April 29, 2015

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 09-002-15, DATED APRIL 18, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** WHICH INCLUDES ADDING THE 2015 MODEL YEAR VEHICLE.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-038. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

***SUBJECT:***

Knocking Noise From Engine After Sitting Overnight

***OVERVIEW:***

This bulletin involves evaluating the engine for cold start knocking noise typically after an overnight cold soak. Some engines during this build period may have been built with incorrect piston wrist pins. The wrist pins will cause an audible knocking noise upon start up. The knocking noise will typically reduce after approximately 30 minutes of idle time. Engine replacement will be required.

***MODELS:***

2014 - <b>**2015**</b>	(DJ)	Dodge Ram 2500
2014 - <b>**2015**</b>	(D2)	Dodge Ram 3500 Pickup
2014 - <b>**2015**</b>	(DD)	Dodge Ram 3500 Cab Chassis
2014 - <b>**2015**</b>	(DP)	Dodge Ram 4500/5500

**NOTE: This bulletin applies to vehicles built on or after June 16, 2014 (0616XX) and on or before October 07, 2014 (1007XX) equipped with a 6.4L engine (sales code ESA or ESB) .**

***SYMPTOM/CONDITION:***

Some customers may comment they hear an audible knocking noise coming from the engine after start up for approximately 30 minutes. This only occurs after cold start when the vehicle has been sitting over night.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

Only perform the repair if the customer's VIN is listed in VIP or your RRT VIN list.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	Contact Powertrain Service Center	Engine, Complete

**REPAIR PROCEDURE:**

1. Allow vehicle to sit overnight outside the repair facility.

**NOTE: Park the vehicle in an open area if possible to avoid noise amplification from surrounding buildings.**

2. Prior to starting the vehicle install wiTECH and navigate to the Powertrain Control Module (PCM) data screen.
3. Locate the engine coolant data and verify the engine coolant is no more than 10 degrees higher than the current ambient air temperature at the time of evaluation and record temperature on the repair order.
4. Is the displayed engine coolant temperature displayed in the PCM less than 10 degrees higher than the current ambient air temperature at the time of evaluation?
  - a. Yes>>> Proceed to [Step #5](#).
  - b. No>>> Allow the vehicle to continue to soak outside until Step 4 is achieved.

**NOTE: The following steps are part of the evaluation and must be followed in the order listed below.**

5. Record the current engine coolant temperature as displayed by wiTECH in the PCM data on the vehicles repair order.
6. Start the engine and record the start up time on the vehicle's repair order.
7. Evaluate the engine for abnormal engine knocking noise.

**NOTE: Noise evaluation should be performed from both the right front wheel well and the left front wheel well with the vehicle at ground level.**

8. Is an audible knock heard coming from the engine.
  - a. Yes>>> Note the noise location (left wheel well or right wheel well) on the repair order and proceed to [Step #9](#).
  - b. No>>> This repair procedure does not apply to this vehicle refer to TechCONNECT for additional diagnostics.
9. Allow the vehicle to run while monitoring the noise level of the knock.

**NOTE: Engine must remain at an idle DO NOT increase engine RPM during this evaluation.**

- 10. Is the knock coming from the engine still present after allowing the engine to run for 30 minutes?
  - a. Yes>>> This repair procedure does not apply to this vehicle refer to TechCONNECT for additional diagnostics.
  - b. No>>> Proceed to [Step #11](#).
- 11. Record the time at which the engine knock was no longer present on the vehicle's repair order.
- 12. Record the engine coolant temperature displayed by wiTECH at the time the knock was no longer present on the repair order.

**NOTE: Ensure all data is recorded on the vehicles repair order so that it is available when contacting the Powertrain Service Center for replacement engine. Whenever possible retain a recording of the engine knock during evaluation for future review.**

- 13. Contact Powertrain Service Center for replacement engine assembly and follow the replacement procedure located in TechCONNECT under 09 - Engine, 6.4L Removal/Installation.

***POLICY:***

Reimbursable within the provisions of the warranty.

**NOTE: Contact Powertrain Service Center for replacement engine assembly.**

***TIME ALLOWANCE:***

Labor Operation No:	Description	Skill Category	Amount
09-01-01-9D	Engine, evaluation only - Ram truck (3 - Highly Skilled)	1- Engine Repair	0.7 Hrs.
09-01-01-9E	Engine, complete - Replace 6.4L engine - Ram truck (3 - Highly Skilled)	1- Engine Repair	10.2 Hrs.

***FAILURE CODE:***

ZZ	Service Action
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