



Revision 1 February 2020

Dealer Service Instructions for:

## **Safety Recall W03 / NHTSA 20V-043 Transmission Valve Body**

**NOTE: Changed vehicle mileage for Transmission Pan Gasket replacement to over 501 miles (800 Kilometers) or vehicle is over 6 months old from vehicle built date.**

**NOTE: New part numbers for Bulk Transmission fluid in parts section.**

### **Remedy Available**

**2019 - 2020 (DJ) Ram 2500 Pickup  
(D2) Ram 3500 Pickup**

*NOTE: This recall applies only to the above vehicles equipped with a 6-Speed Automatic 68RFE Transmission (sales code DG7).*

*NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.*

**IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery.** Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The transmission on about 85,000 of the above vehicles may experience a buildup of pressure and heat inside the transmission which may result in transmission fluid being expelled from the dipstick tube. Expelled transmission fluid may come in contact with the turbocharger, or other ignition sources within the engine compartment and lead to a vehicle fire. A vehicle fire can result in increased risk of occupant injury and injury to persons outside the vehicle, as well as property damage.



## Service Procedure

### A. Lower Valve Body Removal Procedure

1. Disconnect the Intelligent Battery Sensor (IBS) and isolate the negative battery cable(s).
2. Raise and support the vehicle.
3. Wipe off any dirt, dust, or other debris from around the transmission oil pan gasket area.
4. Position a drain pan under the transmission oil pan.
5. Loosen all 15 fasteners to allow the transmission pan to slightly separate from the transmission, leave one fastener in on each side allow the fluid to leak out.
6. While holding the bottom of the transmission pan remove the remaining fasteners.
7. Remove the transmission pan gasket and **DISCARD If the vehicle has over 501 miles or vehicle is over 6 months old from vehicle built date.** (Figure 1).

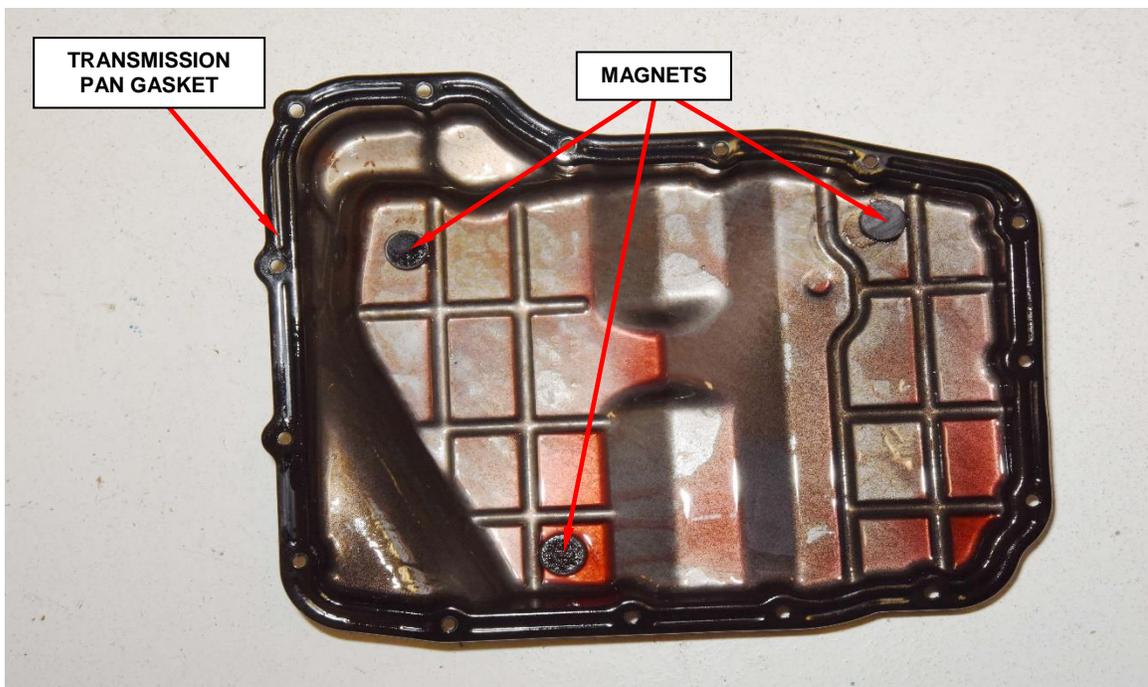
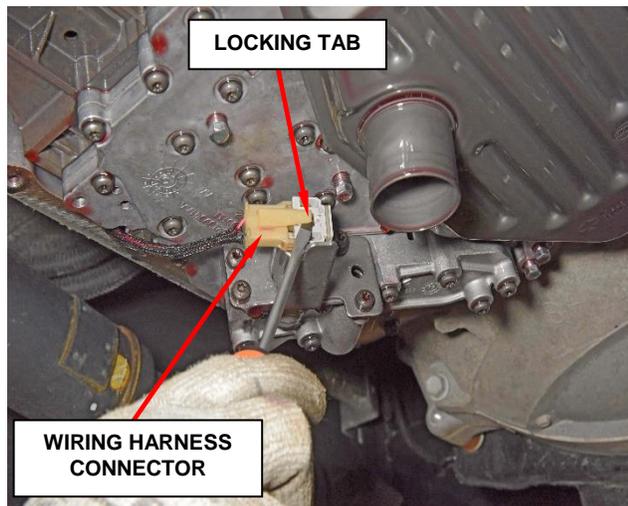


Figure 1 – Transmission Pan

**Service Procedure [Continued]**

8. Using a pick or small flat blade screw driver, carefully unseat the locking tab then grasp the housing connector and disconnect the wiring harness connector from the torque converter clutch solenoid (Figure 2).

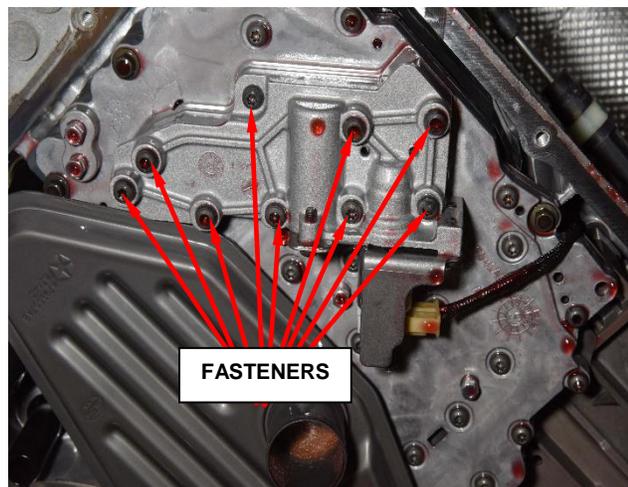
**NOTE: Use caution not to damage the electrical wiring harness connector.**



**Figure 2 – Wiring Harness Connector**

9. Remove the 9 Lower Valve Body fasteners, keep the valve body level, slowly remove the valve body taking care to catch check ball that may fall out immediately, set the lower valve body and check ball on a clean surface for reuse (Figure 3).

**NOTE: Use catch pan to avoid losing check ball as lower valve body is moved away from main valve body.**



**Figure 3 – Lower Valve Body**

**NOTE: If the check ball is dropped use a new one that is provided in the repair kit.**

**Service Procedure [Continued]**

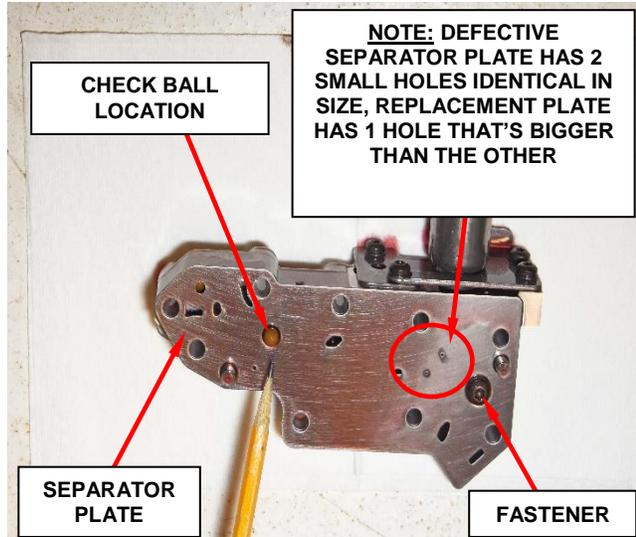
10. The Check Ball may or may not be on top of the mating separator plate hole as the lower valve body is removed from main valve body (Figure 4).

11. Remove Lower Valve Body Separator Plate fastener (Figure 4).

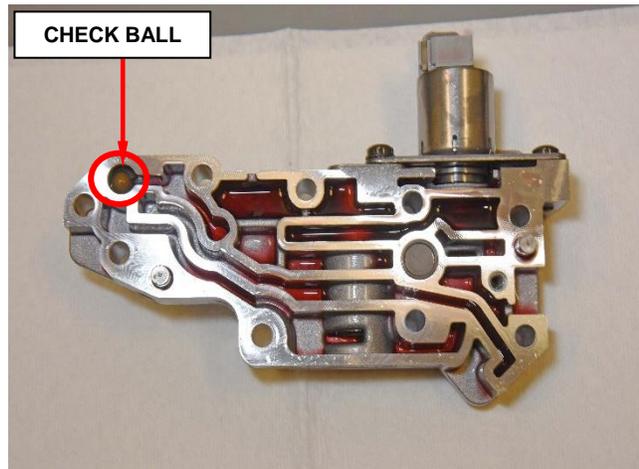
12. Remove, **bend** and **discard** the separator plate (Figure 4).

13. Confirm presence of a second Check Ball in the Lower Valve Body cavity (Figure 5).

**NOTE: Do not remove this check ball from the lower valve body, keep the lower valve body facing upward to avoid the check ball from falling out of position (Figure 5).**



**Figure 4 – Check Ball**



**Figure 5 – Lower Valve Body**

**Service Procedure [Continued]**

- Verify the accumulator is in the correct position flat side facing up in lower valve body housing (Figure 6).

**NOTE:** Accumulator could stick to separator plate as separator plate is being removed from lower valve body housing, reinstall accumulator if it comes out of position as illustrated in Figure 6.

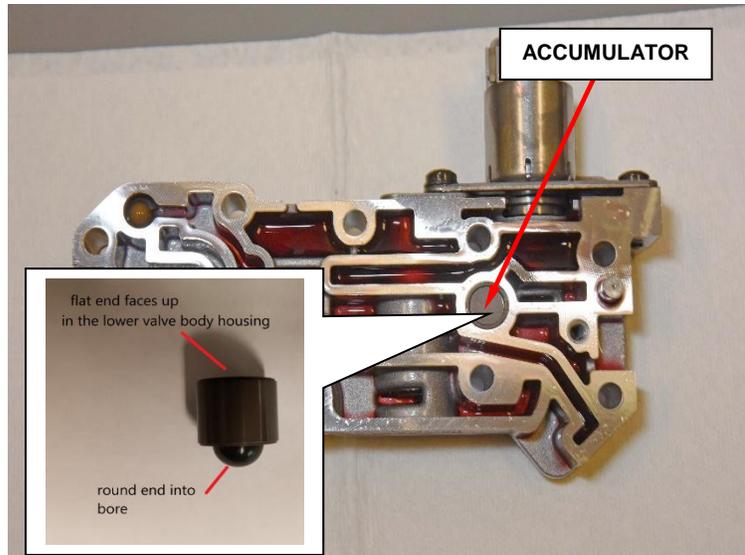


Figure 6 - Accumulator

- Install the **NEW** Lower Valve Body Separator Plate, align to the lower valve body housing guide pins (Figure 7).

- Hand start the **NEW** Lower Valve Body Separator Plate fastener and torque to 6.5 N·m (57.5 in. lbs.) (Figure 7).

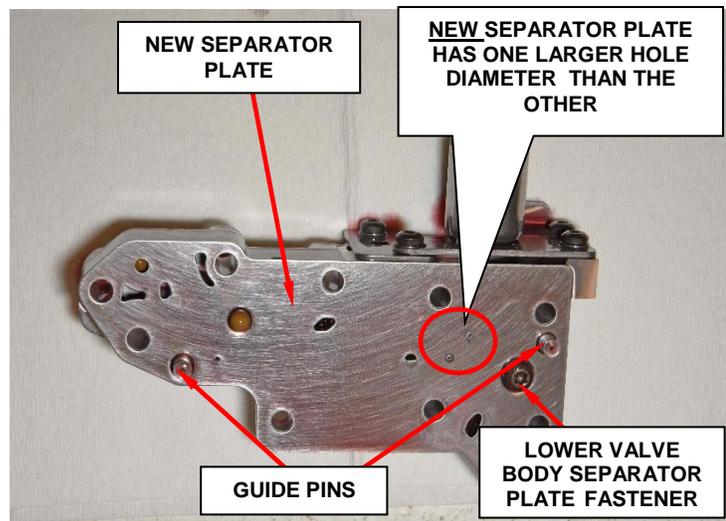


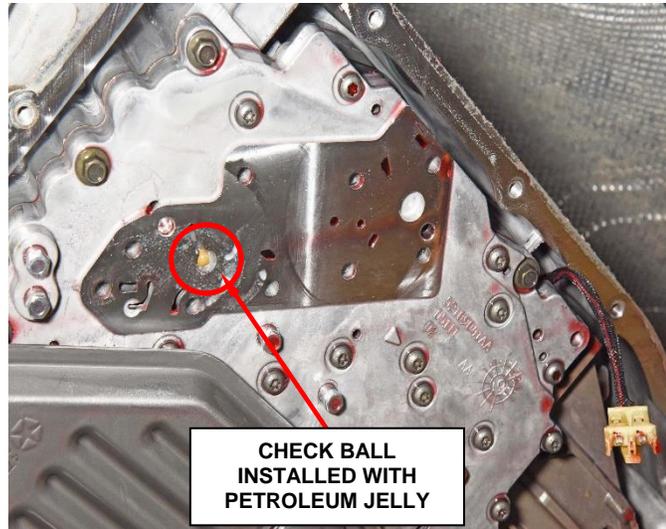
Figure 7 – Guide Pins

**NOTE:** It is recommended to torque the fastener using a digital torque wrench.

- Set the lower valve body aside on clean surface.

**Service Procedure [Continued]**

18. Pack the main valve body check ball hole with just enough petroleum jelly (Vaseline) or equivalent to retain check ball, insert check ball back into the Vaseline packed hole and assure the ball is held in position by the Vaseline (Figure 9).

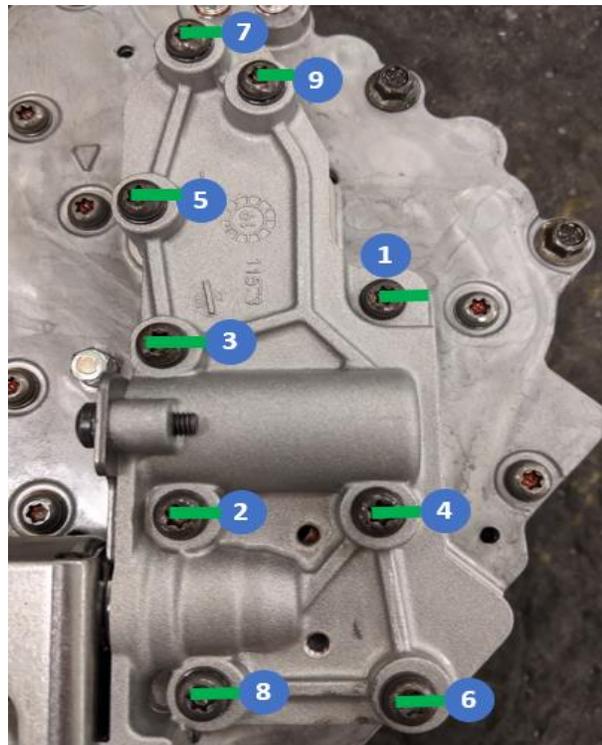


**Figure 9 – Check Ball Installed**

19. Re-install Lower Valve Body to main Transmission Valve Body, hand starting and seating all of the fasteners then tighten to 7.3 N·m (64.6 in. lbs.) according to specified pattern illustrated in (Figure 10).

**IMPORTANT:** Tightening sequence procedure **MUST** be followed to assure correct lower valve body mounting, failure to follow the tightening sequence may result in transmission malfunction.

**NOTE:** It is recommended to torque the fasteners using a digital torque wrench.



**Figure 10 – Tightening Sequence**

**Service Procedure [Continued]**

20. Tighten the main valve body fastener to 7.3 N·m (64.6 in. lbs.) (Figure 11).

**NOTE:** Tightening of the fastener is to improve sealing between main valve body and lower valve body.

21. **Important:** Repeat tightening the 9 Lower Valve Body fasteners to 7.3 N·m (64.6 in. lbs.) using the sequence illustrated in (Figure 10).

**NOTE:** It is recommended to torque the fasteners using a digital torque wrench.

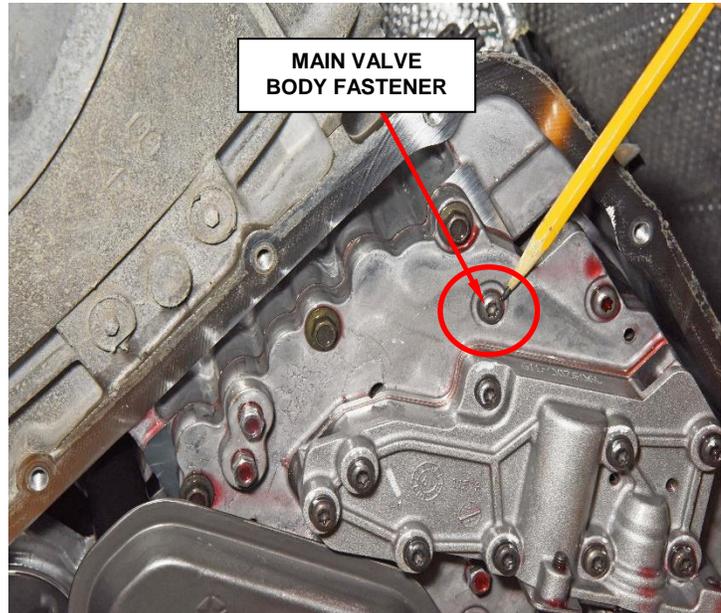


Figure 11 – Main Valve Body Fastener

22. Reconnect the electrical wiring harness connector back onto the torque converter clutch solenoid by grasping ensuring it is fully connected with a gentle push-pull-push test (Figure 12).

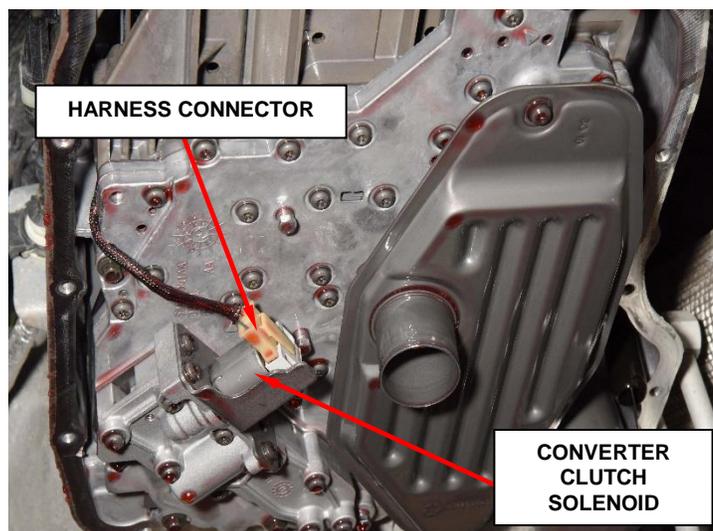


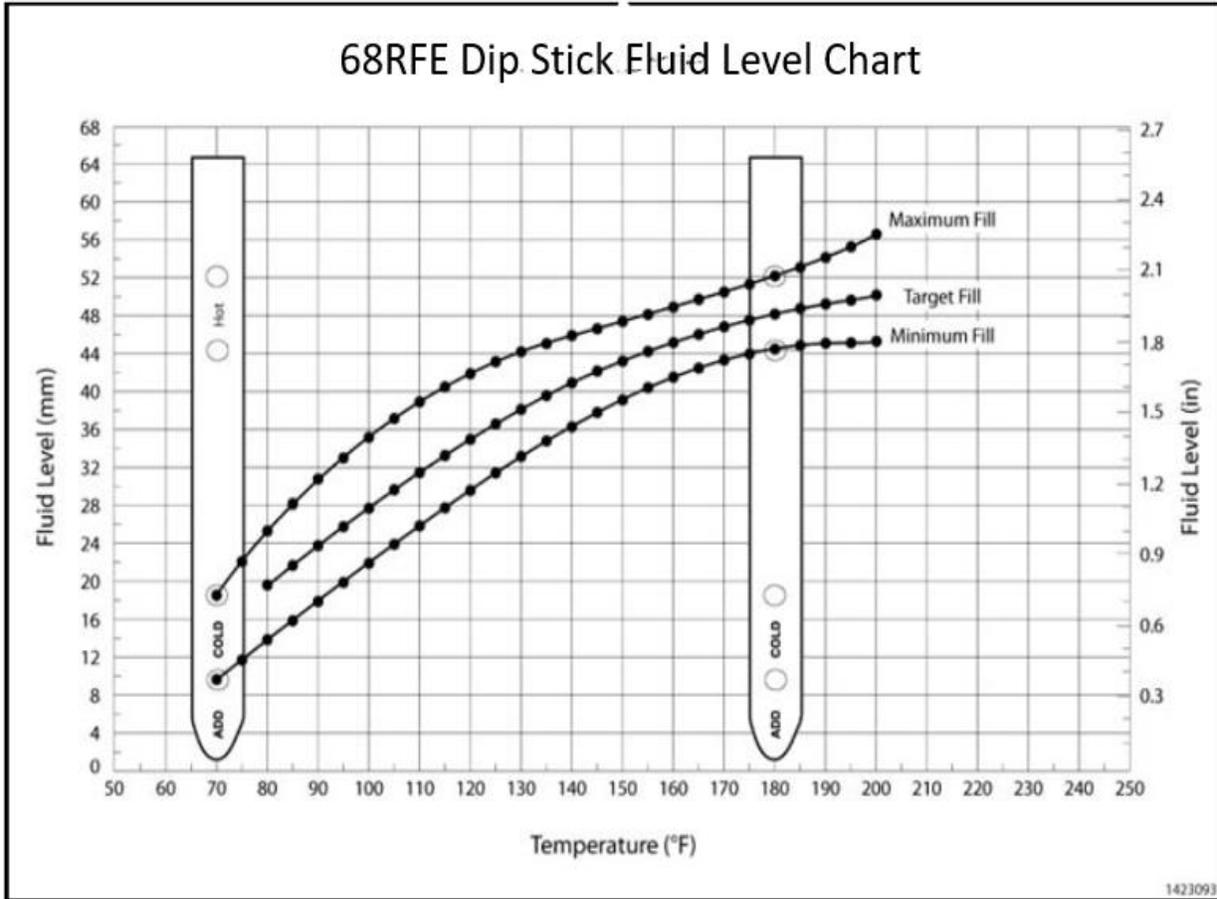
Figure 12 – Electrical Wiring Harness Connector

**Service Procedure [Continued]**

23. Using mineral spirits or equivalent clean the transmission pan and the 3 magnets, assure that all the mineral spirits or equivalent have been wiped out and allowed to dry before installing the transmission pan (Figure 1).
24. Install a **NEW** transmission oil pan gasket **ONLY** on vehicles that have **over 501 miles or vehicle is over 6 months old from vehicle built date.** (Figure 1).
25. Install the transmission oil pan and bolts and tighten the 15 fasteners in crisscross pattern to 9N·m (80 in. lbs.).
26. Wipe any residual transmission fluid on the outside of oil pan, transmission and adjoining components.
27. Lower the vehicle.
28. Connect the battery negative cable(s) to negative post and tighten to 7 N·m (62 in. lbs.) reconnect the Intelligent Battery Sensor (IBS).
29. Add approximately 5 Quarts of MOPAR® ATF+4 Automatic Transmission Fluid.
30. Start vehicle and allow the transmission to reach operating temperature then check transmission fluid level, adjust the fluid level according to the specified procedure and using the 68RFE dipstick fluid level chart (Figure 13).

**NOTE: Transmission fluid temperature must be at least 160°F (71°C) to set fluid level. This may take up to 20 minutes' idle time in Park.**

**Service Procedure [Continued]**



**Figure 13 – Fluid Level Chart**

31. Raise the vehicle and verify the transmission does not have any fluid leaks.
32. Proceed to section **B. Reprogram Powertrain Control Module.**

**Service Procedure [Continued]****B. Reprogram Powertrain Control Module.**

**NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the PCM is aborted or interrupted, repeat the procedure. The PCM must be at the latest calibration level after completing this emissions recall.**

1. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.**

2. Connect the wiTECH micro pod II to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH diagnostic application.
5. Starting at the “**Select Tool**” screen, highlight the row/tool for the micro pod II device you are using. Then select “**Next**” at bottom right side of the screen.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
7. From the “**Vehicle View**” screen, click on the “**Powertrain Control Module (PCM)**” icon.

**Service Procedure [Continued]**

8. From the “**PCM View**” screen, select the “**flash tab**” then compare the “**Current PCM Flash Number**” with the “**New Flash Number**” listed on the “**sort table**”.
  - If the “**Current PCM Flash Number**” is the same as the “**New Flash Number**”, continue to **Step 13**.
  - If the “**Current PCM Flash Number**” is not the same as the “**New Flash Number**”, continue to **Step 9**.
9. With the cursor over the desired flash file, select file.
10. From the “**Flash Special Instructions**” screen select ok.
11. From the flash agreement page, agree to the terms.
12. Reprogramming will initiate until completed.
13. From the “**Misc. Functions Tab**”.
14. Select “**Quick Learn**” follow the wiTECH “**Screen Prompt**” instructions to complete the Quick learn process.
15. Clear all the Diagnostic Trouble Codes (**DTCs**).
16. Turn the ignition to the “**OFF**” position and remove the wiTECH micro pod II and battery charger from the vehicle.
17. Check the transmission fluid level and add as needed.
18. Continue to **Complete Proof of Correction Form for California Residents**.
19. Return the vehicle to the customer.

**Complete Proof of Correction Form for California Residents**

This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California** for proof that this recall has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Replace Lower Valve Body Separator Plate and reprogram PCM	21-W0-31-82	1.8 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **02/01/2020** and the remedy was made available on **02/18/2020**, therefore, the number of days cannot exceed **17** days.

Vehicle	Average Daily Allowance
<b>2019 - 2020 (DJ) Ram 2500 Pickup</b>	██████
<b>2019 - 2020 (D2) Ram 3500 Pickup</b>	██████

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.**

## Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

## Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

## Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
FCA US LLC

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W03/NHTSA 20V-043

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall W03.

# IMPORTANT SAFETY RECALL

## Transmission Valve Body

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 - 2020 (DJ) Ram 2500 Pickup, 2019 – 2020 (D2) Ram 3500 Pickup] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The transmission on your truck <sup>[1]</sup> may experience a buildup of pressure and heat inside the transmission which may result in transmission fluid being expelled from the dipstick tube. Expelled transmission fluid may come in contact with the turbocharger, or other ignition sources within the engine compartment and lead to a vehicle fire. **A vehicle fire can result in increased risk of occupant injury and injury to persons outside the vehicle, as well as property damage.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the transmission valve body separator plate and reprogram the Powertrain Control Module (PCM). The estimated repair time is about two hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**In the interim we ask that you avoid operating your vehicle in conditions that will put excessive strain on the transmission, until your vehicle is remedied. Please see the enclosed sheet with some suggestions that may reduce the risk of failure.**

**TO SCHEDULE YOUR FREE REPAIR,  
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Emission Recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Emission Recall has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your (vehicle or engine) serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your (vehicle or engine).

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

## Vehicle Safety Recall (W03) – Transmission Valve Body

### Suggested vehicle operation prior to recall remedy completion:

1. Do not exceed the towing capacity of the vehicle. If you have any questions about the towing capacity of your vehicle, a “Look Up My Vehicle” feature is available at the following website:

<https://www.ramtrucks.com/towing-guide.html>

Select the “Look Up My Vehicle” link and enter your vehicle’s VIN.

2. While driving, frequently monitor the transmission temperature while in operation using the gauges available on the instrument cluster.

If transmission temperature exceeds 210°F, immediately proceed to a safe location to park the vehicle and allow the transmission temperature to cool to less than 190°F.



3. To help maintain lower transmission temperatures during operation:
  - a) Do not use the vehicle for static pulling, such as stump removal or freeing other vehicles that are stuck.
  - b) Avoid deep mud or sand terrain.
  - c) Snow plowing should be performed with the vehicle in the Transfer Case 4Low position. Do not snow plow in the 2WD or 4Hi drive mode.
  - d) If towing below 25mph for more than 60 seconds, only use the Transfer Case 4Low drive mode.
  - e) Do not use the throttle as a hill-hold function; use service brake if necessary to hold the vehicle stationary on grade.
  - f) Verify correct air pressure for all tires on the vehicle and trailer.
  - g) In the event that the engine or transmission malfunction indicator lamp illuminates AND the transmission is automatically shifted to and remaining in 4th gear, immediately proceed to a safe location to park the vehicle and have vehicle towed to an authorized repair facility.