



NUMBER: 21-002-13

GROUP: Transmission and Transfer Case

DATE: April 03, 2013

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SUBJECT:

Chrome Top Cap On Shift Knob is Loose

OVERVIEW:

This bulletin involves inspecting and if necessary replacing the shift knob.

MODELS:

2012 (FF) 500

NOTE: This bulletin applies to vehicles without (sales code DF1) 6-Speed Aisin Auto Transmission built after June 30, 2011 (MDH0730XX) and prior to June 26, 2012 (MDH0626XX).

SYMPTOM/CONDITION:

Chrome top cap on shift knob is loose.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1(AR)	68143141AA	Knob, Gearshift

REPAIR PROCEDURE:

1. Inspect the chrome top cap on the shift knob as shown in (Fig. 1). Was it loose?
 - a. Yes>>> Proceed to [Step #2](#).
 - b. No>>> Return the vehicle to the customer or dealer inventory, this bulletin does not apply.



Fig. 1 Shift Knob

- 1 - Chrome Top Cap
- 2 - Shift Knob Base

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2. Remove the shift knob by prying off the shifter pattern cover (1) with a mini screwdriver (2) as shown in (Fig. 2) to access the mounting bolt.

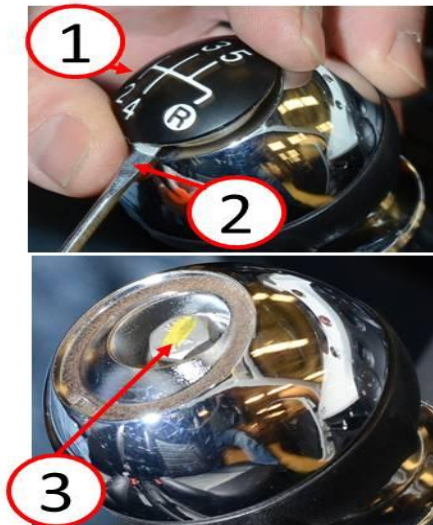


Fig. 2 Shift Knob Removal

- 1 - Shift Pattern Cover
 - 2 - Mini Screwdriver
 - 3 - Bolt
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3. Remove and discard the shift knob and bolt (3) securing the shift knob to the shifter as shown in (Fig. 2).
4. Install the new shift knob by first placing the black knob base (1) on the shift rod, followed by the white (2) and chrome (3) top cap (Fig. 3).



Fig. 3 Shift Knob Installation

- 1 - Shift Knob Base
- 2 - White Top Cap Cover
- 3 - Chrome Top Cap Cover
- 4 - Mounting Bolt
- 5 - Shift Pattern Cover

5. Install and torque the new mounting bolt (4) to 8 n-m (71 in-lb.)(Fig. 3).
6. Install the new shift pattern cover (5)(Fig. 3).

NOTE: Apply firm pressure to the shift pattern cover for 30 seconds to ensure proper adhesive wet out.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
21-75-13-90	Inspect Shift Knob Only (0 - Introduction)	0.2 Hrs.
21-75-13-91	Inspect and Replace Shift Knob Only (0 - Introduction)	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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