

NUMBER: 07-001-13

GROUP: Cooling

DATE: July 30, 2013

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SUBJECT:

Whine, Howl, and/or Humming Noise At Speeds Below 30 mph (48 kph) With Engine Speeds Between 1200 - 1500 RPM

OVERVIEW:

This bulletin involves installing an insulating package onto the transmission cooler lines.

MODELS:

2012 - 2013	DD	Ram 3500 Cab Chassis
2012 - 2013	DJ	Ram 2500 Pickup
2012 - 2013	DS	Ram 1500 Pickup
2012 - 2013	DX	Ram 4000 (Mexico Only)
2013	D2	Ram 3500 Pickup

NOTE: This bulletin applies to vehicle built before May 10, 2013 (MDH 0510XX) equipped with either the 4.7L engine (Sales Code EVE) or the 5.7L engine (Sales Codes EZC, EZF, or EZH) and automatic transmissions (Sales Code DG1 or DFP).

SYMPTOM/CONDITION:

The transmission pump may emit a whine, howl, and/or humming noise when the vehicle is at speeds below 30 mph (48 kph) and engine speeds between 1200 - 1500 RPM.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68217310AA	Kit, Foam Sleeve

REPAIR PROCEDURE:

1. Install one foam sleeve (from kit p/n 68217310AA) on each cooler line between the metal crimp fittings as shown in (Fig. 1). Ensure that the foam slit is facing downward.

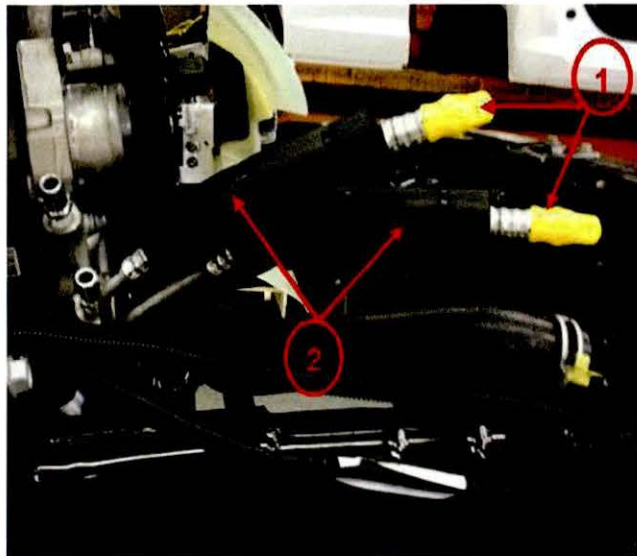


Fig. 1 Foam Sleeve Kit Installation

1	Transmission Cooler Lines - to the Transmission Cooler
2	Foam Sleeve

- Secure the foam sleeve with the three (3) tie straps. Tighten the tie strap just enough to secure the sleeves in place.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-25-17-93	Install Foam Sleeve Kit (1 - Semi Skilled)	2 - Automatic Transmission	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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