



NUMBER: 21-013-14 REV. A

GROUP: Transmission and Transfer Case

DATE: May 21, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-035. ALL APPLICABLE UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

N28 Transmission Oil Cooler Tube Interim Repair

OVERVIEW:

RRT 14-035 has been released to support Recall N28, due to part supply constraints. This bulletin involves inspecting the transmission oil cooler tubes, power steering return tube and if necessary installing a protective sleeve on the transmission oil cooler tube.

MODELS:

2012-2013 (JK) Wrangler

NOTE: This bulletin applies to vehicles built on or before February 23, 2013 (MDH 022317) equipped with 3.6L engine (sales code ERB), automatic transmission (sales code DGJ), left hand drive (sales code 5I8).

SYMPTOM/CONDITION:

The customer inquires about Recall N28 and power steering return lines are not available, although the vehicle was built on or before February 23, 2013 (MDH 022317) equipped with 3.6L engine (sales code ERB), automatic transmission (sales code DGJ), left hand drive (sales code 5I8).

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
1	CBRAN283AA	Sleeve, Transmission Oil Cooler Protective

REPAIR PROCEDURE:

1. Remove and save the left front wheel and tire assembly.
2. Partially remove the left front wheel liner to gain access to the transmission oil cooler tube and power steering return tube (Fig.1).

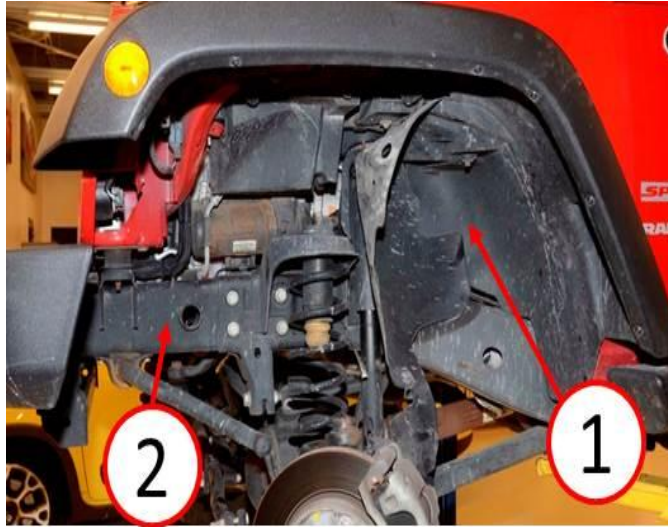


Fig. 1 Splash Shield

- 1 - Splash Shield
- 2 - Left Frame Rail

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3. Disengage the power steering hose retainer from the left frame rail (Fig.2).

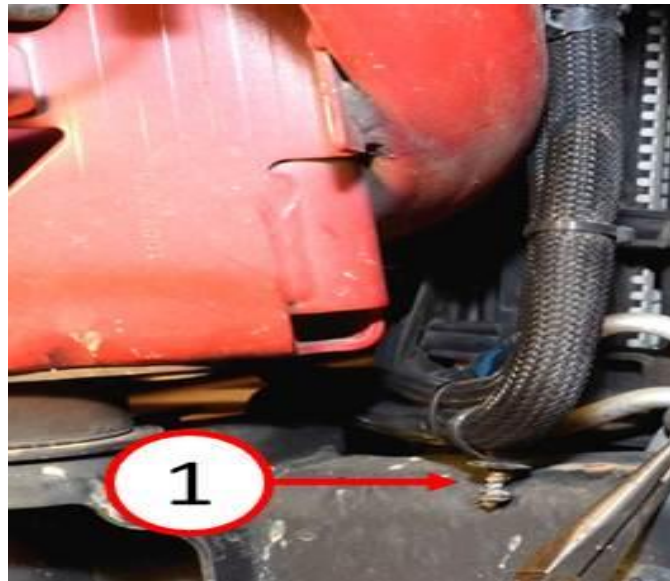


Fig. 2 Power Steering Hose Retainer

1 - Power Steering Hose Retainer

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4. Using a small inspection mirror, check for wear marks on the transmission oil cooler tube and power steering return tube where they intersect . Were there any wear marks on the transmission oil cooler or power steering return tube (Fig.3)?
 - a. Yes>>> Contact a STAR agent for further assistance at 1-800-850-STAR, select "Part or Labor Operation Restriction". Enter part number (**digits only**) for part number CBRAN283AA (**digits 283**).
 - b. No>>> Proceed to Step 5.

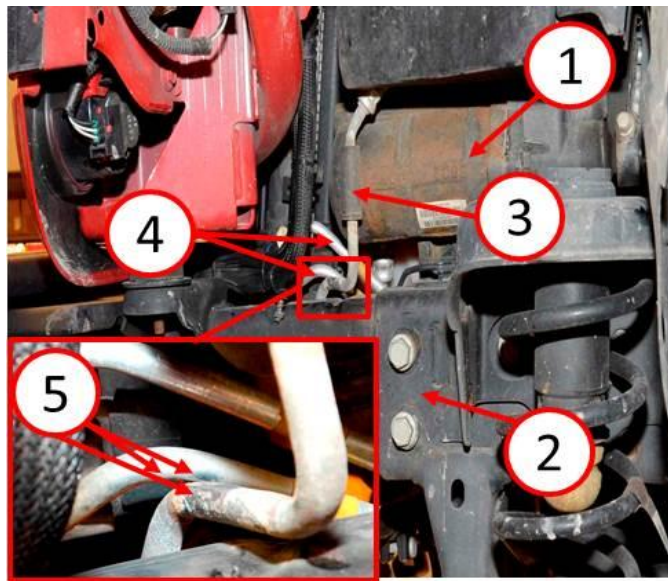


Fig. 3 Inspect TOC Tube

- 1 - Power Steering Pump
- 2 - Left Frame Rail
- 3 - Power Steering Return Tube
- 4 - Transmission Oil Cooler Tubes
- 5 - Suspect Wear Area

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5. Install transmission oil cooler tube protective sleeve. Carefully slide the protective sleeve over the transmission oil cooler tube (Fig.5). Install a plastic tie strap at each end of the protective sleeve and remove the tie strap excess (Fig.4) (Fig.5).

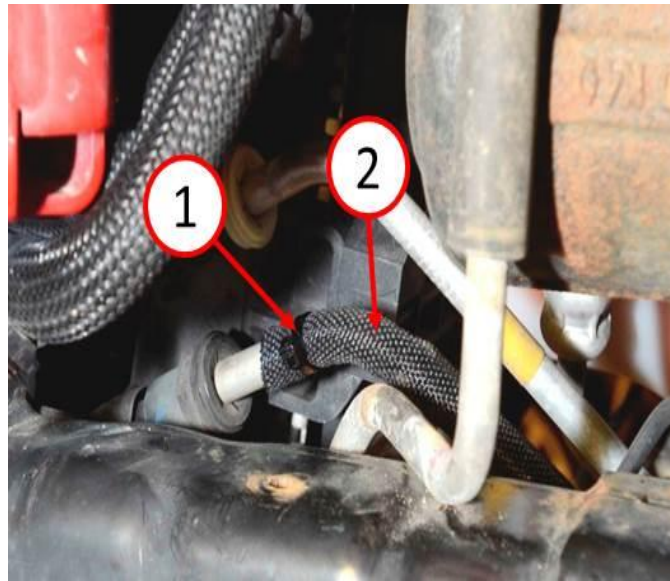


Fig. 4 Transmission Oil Cooler Tube Sleeve

- 1 - Tie Strap
 - 2 - Transmission Cooler Tube Protective Sleeve
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Fig. 5 Transmission Oil Cooler Tube Sleeve

- 1 - Transmission Oil Cooler Tube Protective Sleeve
 - 2 - Tie Strap
 - 3 - Transmission Oil Cooler Tube
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NOTE: The sleeve must be placed between the transmission cooler fitting and the first black plastic retainer clip.

6. Reinstall the left wheel liner. Refer to the service information outlined in DealerCONNECT>TechCONNECT>Service Information tab> 23 - Body>Exterior>SHIELD, splash, wheelhouse> Installation.
7. Install the wheel and tire assembly. Refer to the service information outlined in DealerCONNECT>TechCONNECT>Service Information tab>22 - Tires and Wheels>Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-25-17-94	Inspect And Install Transmission Oil Cooler Tube Protective Sleeve (1-Semi-Skilled)	4- Chassis Systems	0.4 Hrs.

NOTE: In the instance Recall N28 has been completed and RRT 14-035 remains open against the associated VIN, it will be automatically removed from RRT 14-035 within five to seven business days from Recall N28 completion.

FAILURE CODE:

ZZ	Service Action
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