

NUMBER: 21-037-14

GROUP: Transmission and Transfer Case

DATE: November 12, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-095. 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:

66RFE Transmission Slip Under High Engine Load And Premature Wear

OVERVIEW:

This bulletin involves inspecting the torque converter build date and if necessary, replacing the torque converter.

MODELS:

2015	(DJ)	Ram 2500 Pickup
2015	(D2)	Ram 3500 Pickup
2015	(DD)	Ram 3500 Cab Chassis

NOTE: This bulletin applies to vehicles equipped with a 6.4L engine (sales code ESB) or (sales code ESA) and the 66RFE six speed automatic transmission (sales code DFP) built on or between September 10, 2014 (MDH 0910XX) and October 1, 2014 (MDH 1001XX).

SYMPTOM/CONDITION:

A small number of torque converters were manufactured with the oil grooves on the internal friction discs too wide. This may result in the transmission slipping under heavy loads causing premature wear.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle systems are functioning as designed. If DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

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)	RL259301AA	Torque Converter
(AR)	05013457AA	Fluid, Automatic Transmission, Quart.

REPAIR PROCEDURE:

1. Disconnect and isolate the negative battery cable.
2. Raise and support the vehicle on a suitable hoist. Refer to the detailed service procedures in DealerCONNECT/techCONNECT Service Info section 04 - Vehicle Quick Reference> Hoisting> Standard Procedure.
3. Remove the starter to gain access to the inside of the bell housing. Refer to detailed service procedures in DealerCONNECT/techCONNECT Service Info section 08 - Electrical> 8F - Engine Systems> Starting> Starter> Removal/Installation.
4. Using a suitable socket and ratchet, rotate the engine clockwise until the bar code label on the torque converter is visible via inspection mirror. If necessary, mark the torque converter using an appropriate marker to ensure full engine rotation has been achieved. Refer to (Fig. 1) and (Fig. 2).



Fig. 1 Engine Rotation

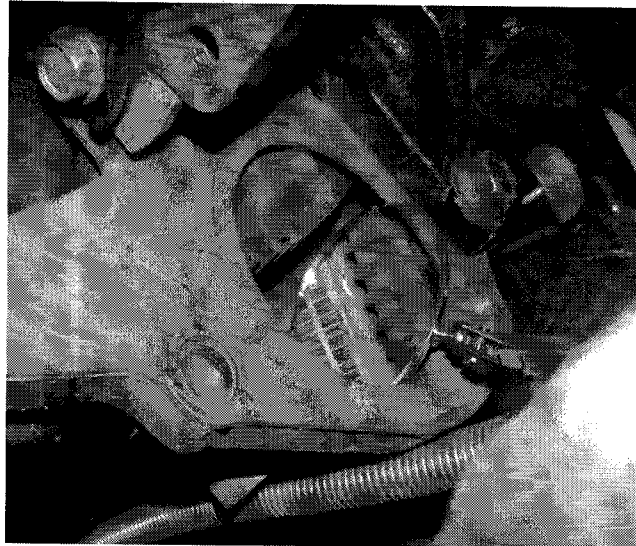


Fig. 2 Torque Converter Label Inspection

NOTE: Only the first 7 digits on the bar code serial number will be used to determine replacement. If the bar code is missing then the torque converter is to be considered suspect and should be replaced.

5. Record the serial number beginning with TTP. See (Fig. 3).

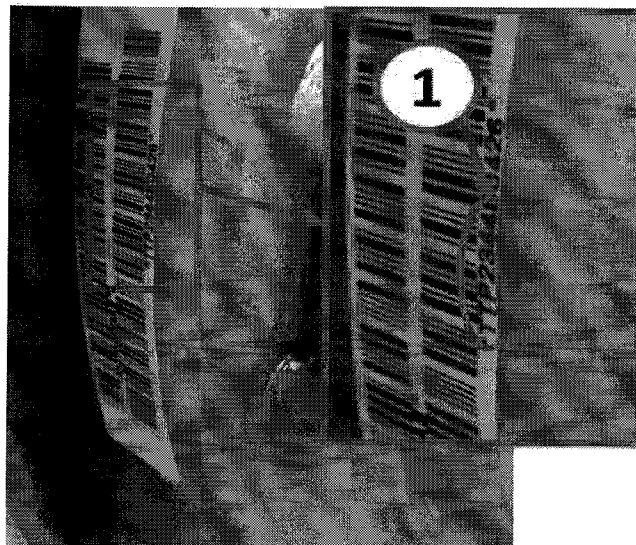


Fig. 3 Torque Converter Label

1 - Torque Converter Build Date

6. Does the torque converter serial number fall between TTP2544xxxxx and TTP2734xxxxx?
- Yes>>> Replace the torque converter. Refer to detailed service procedures in DealerCONNECT/techCONNECT Service Info section 21- Transmission and Transfer Case> Automatic - 66RFE> TORQUE CONVERTER> Removal/Installation.
 - No>>> No further repairs are necessary. Use LOP 21-00-22-90 to close out the RRT portion of this service bulletin.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-00-22-90	Torque Converter, Transmission - Inspect only (3 - Highly Skilled)	2 - Automatic Transmission	0.4 Hrs
21-00-22-91	Torque Converter, Transmission - Inspect and replace. (Includes transmission removal). (3 - Highly Skilled)	2 - Automatic Transmission	3.3 Hrs.
Optional Equipment			
21-00-22-63	Skid Plate Equipped.	2 - Automatic Transmission	0.4 Hrs.
21-00-22-64	4x4 Equipped.	2 - Automatic Transmission	0.8 Hrs.
21-00-22-65	Two Piece Propeller Shaft Equipped	2 - Automatic Transmission	0.2 Hrs

FAILURE CODE:

ZZ	Service Action
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