



NUMBER: 21-037-15

GROUP: Transmission and Transfer Case

DATE: May 30, 2015

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-062. 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:

Transmission Heater Assembly Reinforcement Plate

OVERVIEW:

This bulletin involves verifying the Transmission Heater Assembly build date and if necessary, replacing the Transmission Heater.

MODELS:

- 2015 (DS) RAM 1500 Pickup
- 2015 (DX) RAM 1500 Pickup
(MEXICO)

NOTE: This bulletin applies to vehicles built on or after December 1, 2014 (MDH 1201XX) and on or before December 11, 2014 (MDH 1211XX) equipped with one of the following options.

- 8HP70 Automatic Transmission (Sales Codes DFD or DFK)
- 845RE Automatic Transmission (Sales Code DFL)

SYMPTOM/CONDITION:

A small number of customers may notice the presence of transmission fluid in the engine coolant.

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 listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	52014750AD	Transmission Heater Assembly

REPAIR PROCEDURE:

1. Raise and support the vehicle on a suitable hoist. Refer to detailed service procedures in DealerCONNECT/TechCONNECT Service Info Section 04 - Vehicle Quick Reference> Hoisting> Standard Procedure.
2. Visually inspect the side casing of the Transmission Heater Assembly to determine the build date.

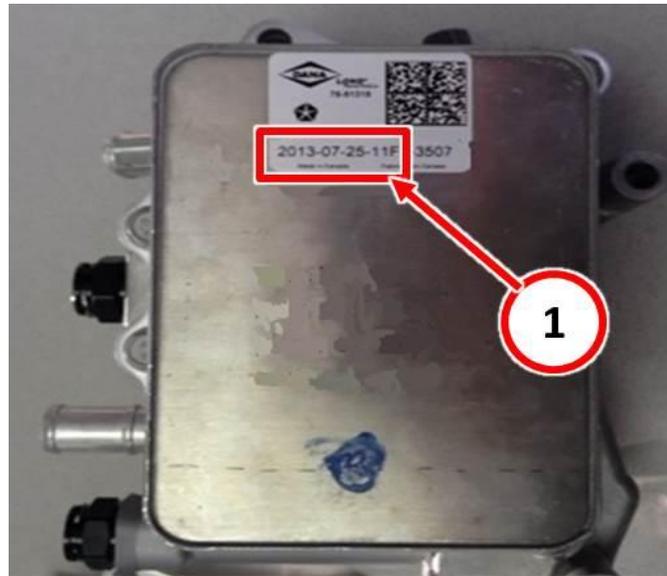


Fig. 1 Transmission Heater Assembly

1 - Build Date Label (yyyy-mm-dd)

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3. Is the build date on the Transmission Heater Assembly between 2014-12-02 and 2014-12-09?
 - a. Yes >>> Proceed to [Step #4](#).
 - b. No >>> This service bulletin does not apply. Further diagnosis is required including pressure testing of the Transmission Heater Assemblies outside of the build date range above.
 4. Replace the Transmission Heater Assembly. Refer to detailed repair procedures in DealerCONNECT/TechCONNECT Service Info Section 21 - Transmission and Transfer Case> Automatic - 8HP70/845RE> HEATER, Transmission> Removal/Installation.

NOTE: Although rare, if the presence of transmission fluid has been found in the engine coolant, the cooling system must be cleaned. Refer to detailed service information regarding cooling system cleaning and clean the system per current published warranty guidelines and labor times.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-25-21-90	Unit, Thermal Management - Inspect Build Date (No Replacement Necessary) (2 - Skilled)	2 - Automatic Transmission	0.2 Hrs.
21-25-21-91	Unit, Thermal Management - Inspect and Replace (4x2 Only) (2 - Skilled)	2 - Automatic Transmission	1.6 Hrs.
21-25-21-92	Unit, Thermal Management - Inspect and Replace (4x2 Only) (2 - Skilled)	2 - Automatic Transmission	1.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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