

**NUMBER:** 21-046-15**GROUP:** Transmission and Transfer Case**DATE:** July 14, 2015

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-075. 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:**

Low Transmission Fluid Level

**OVERVIEW:**

This bulletin involves inspecting and adjusting the transmission fluid to the correct level.

**MODELS:**

2015	(RT)	Dodge Grand Caravan
		Chrysler Town and Country

**NOTE: This bulletin applies to vehicles within the following markets/countries:**  
**NAFTA**

**NOTE: This bulletin applies to vehicles built on or after June 19, 2015 (MDH 0619XX) and on or before June 21, 2015 (MDH 0621XX) equipped with a 6 speed 62TE Automatic Transmission (sales code DG2).**

**SYMPTOM/CONDITION:**

A customer may describe harsh transmission shifting under heavy acceleration in hot or cold ambient temperatures.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTCs are set. 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 listed above, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 Quart	05013457AA	Fluid, Automatic Transmission (ATF+4) or Equivalent

**REPAIR PROCEDURE:**

1. Check the automatic transmission fluid level for being under-filled. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 12 - Transmission and Transfer Case > Automatic - 62TE > FLUID > Standard Procedure > FLUID LEVEL AND CONDITION CHECK.
2. Is the transmission fluid level low?
  - a. Yes >>> Adjust the transmission fluid to the correct level.
  - b. No >>> This bulletin has been completed, use LOP 95-90-00-90.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
95-90-00-90	62TE Automatic Transmission Fluid Check And Fill Handling Fee	2 - Automatic Transmission	\$5.00

**FAILURE CODE:**

ZZ	Service Action
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