



**NUMBER:** 21-025-16

**GROUP:** Transmission and Transfer Case

**DATE:** July 06, 2016

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**SUBJECT:**

Transmission Torque Converter Replacement After Drone Noise Verification

**OVERVIEW:**

This bulletin involves test driving the vehicle to listen for audible “drone” noise at approximately 2,000 RPM. If drone noise is verified, normal torque converter replacement should be performed.

**MODELS:**

2013 - 2016

(D2)

Ram 3500 Pickup

**NOTE:** This bulletin applies to vehicles built on or before April 13, 2016 (MDH 0413XX) equipped with a 6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETK) and 6-SPD Auto Aisin AS69RC HD Trans (Sales Code DF2).

**SYMPTOM/CONDITION:**

The customer may describe a “heavy droning noise” coming from the vehicle at an engine speed range of 1,800 RPM to 2,000 RPM with mid to deep throttle applied.

**DIAGNOSIS:**

If the customer describes the symptom/condition listed above, test drive vehicle and verify noise.

1. Can the drone noise be verified?
  - a. YES>>> Proceed to [Step #1](#) in the Repair Procedure.
  - b. NO>>> This Bulletin does not apply. Normal diagnosis should be performed.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	RL335702AA	Converter Kit, Torque
1 (A/R)	05189966AB Mopar® ASRC	Fluid, Automatic Transmission, Quart
1 (A/R)	05189977AB Mopar® ASRC	Fluid, Automatic Transmission, Gallon

**REPAIR PROCEDURE:**

1. Raise vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 04 Vehicle Quick Reference> Hoisting> Standard Procedure.
2. Replace the torque converter. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 21 - Transmission and Transfer Case> Automatic - AS69RC> Torque Converter> Removal/Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
21-00-28-90	Remove Aisin Transmission and Replace Torque Converter (3 - Skilled)	2 - Automatic Transmission	3.4 Hrs.
21-00-28-6A	Skid plate equipped (3 - Skilled)	2 - Automatic Transmission	0.2 Hrs.
21-00-28-6B	Two Piece Propeller Shaft Equipped (3 - Skilled)	2 - Automatic Transmission	0.2 Hrs.
21-00-28-6C	4X4 Equipped (3 - Skilled)	2 - Automatic Transmission	1.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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