



NUMBER: 21-030-17

GROUP: 21 - Transmission and Transfer Case

DATE: July 7, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-053. 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.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Aisin Transmission - No Reverse, 3rd or 5th Gears

OVERVIEW:

This bulletin involves replacing the transmission assembly.

MODELS:

2016 - 2017	(D2)	RAM 3500 Pickup
2016 - 2017	(DD)	RAM 3500 Cab Chassis
2016 - 2017	(DP)	RAM 4500/5500 Cab Chassis

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

NOTE: This bulletin applies to vehicles built on or after March 30, 2016 (MDH 0330XX) and on or before October 22, 2016 (MDH 1022XX) 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:

A small number of customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following Diagnostic Trouble Codes (DTCs) set in the Transmission Control Module (TCM) memory:

- P0733-00 - Gear 3 Shift Incorrect Ratio.
- P0736-00 - Gear Ratio Error in Reverse.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues 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.

NOTE: If the VIN is on the RRT VIN List no diagnosis is required, replace the transmission per the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	RL300150AB	Transmission kit
6	06511777AA	Bolt, Hex Head, Torque Converter M12x1.5x17.8
1 (A/R)	05189966AB Mopar® ASRC	Fluid, Automatic Transmission, Quart

REPAIR PROCEDURE:

- Remove the transmission assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 21 - Transmission and Transfer Case/Automatic - AS69RC/Removal.
- Replace the transmission assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>21 - Transmission and Transfer Case/Automatic - AS69RC/Installation

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-00-27-96	Transmission, Aisin Replace Complete Assembly (3 - Highly Skilled)	2 - Automatic Transmission	3.8 Hrs.
21-00-27-63	Skid Plate Equipped (3 - Highly Skilled)	2 - Automatic Transmission	0.4 Hrs.
21-00-27-64	Two Piece Propeller Shaft Equipped (3 - Highly Skilled)	2 - Automatic Transmission	0.2 Hrs.
21-00-27-65	4X4 Equipped (3 - Highly Skilled)	2 - Automatic Transmission	1.2 Hrs.
21-00-01-68	DEF Equipped 2500-3500 Pickup Only (3 - Highly Skilled)	2 - Automatic Transmission	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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