



NUMBER: 21-038-17

GROUP: 21 - Transmission and Transfer Case

DATE: August 18, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-078. 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.

SUBJECT:

Tighten Transmission Extension Housing Bolts

OVERVIEW:

This bulletin involves tightening the fasteners extension housing bolts to proper torque.

MODELS:

2017	(DS)	RAM 1500 Pickup
2017	(DX)	RAM Truck (Mexico)

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

NOTE: This bulletin applies to vehicles built on or after June 22, 2017 (MDH 0622XX) and vehicles built on or before June 24, 2017 (MDH 0624XX) equipped with 5.7L V8 Hemi MDS VVT Engine (Sales Code EZH) and 8-SPD Auto 8HP70 Trans (Sales Code DFK) and Elec Shift On Demand Transfer Case (Sales Code DH8) or Elec Shift-On-The-Fly P/Time T/Case (Sales Code DH9).

SYMPTOM/CONDITION:

Some customers may experience noise and vibration in vehicle. This is due to improperly torqued transmission extension housing attachment bolts.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

REPAIR PROCEDURE:

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>04 - Vehicle Quick Reference/Hoisting - Standard Procedure.

- Remove bolts (Fig. 1) and remove transfer case skid plate (if equipped). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>13 - Frame and Bumpers/Under Body Protection/Plate, Skid, Transfer Case/Removal

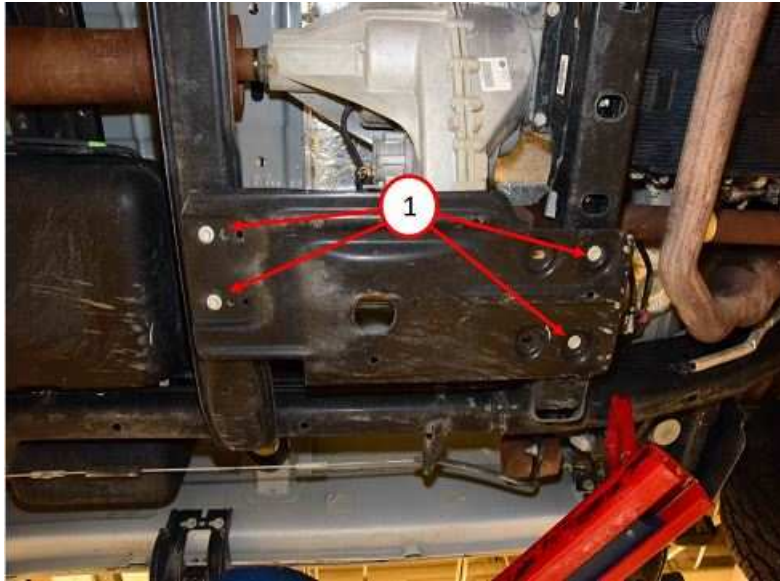


Fig. 1
Transfer Case Skid Plate

1 - Transfer Case Skid Plate Bolts

- Remove the four bolts securing the transmission mount to transmission (Fig. 2) .

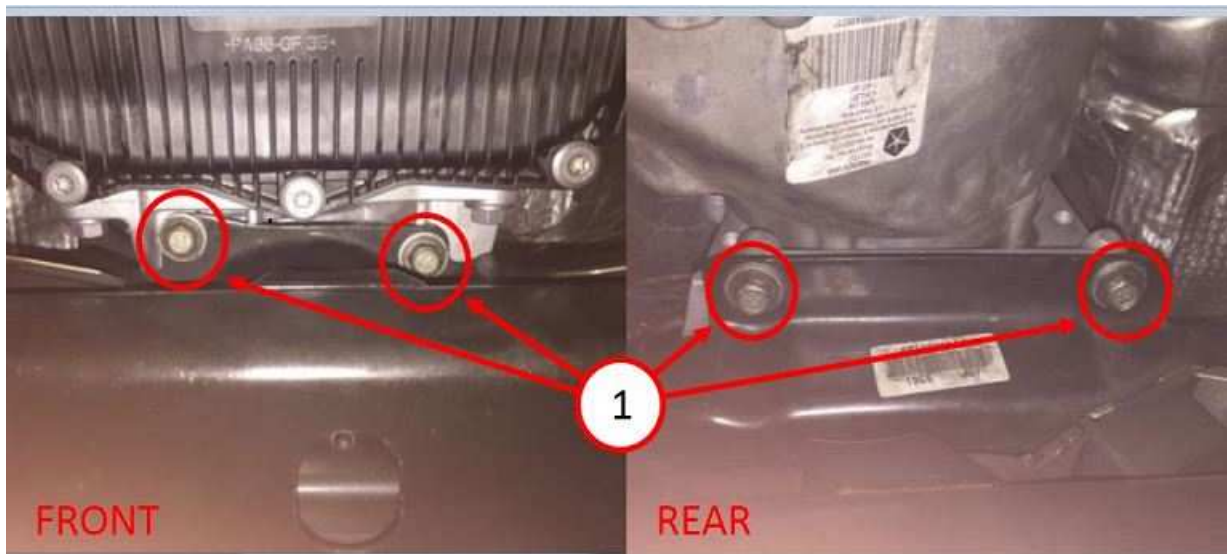


Fig. 2
Transmission Mount Bolt Locations

1 - Transmission Mount Bolts

4. Loosen the three nuts securing the transmission mount to the cross member (Fig. 3) . Place screw-jack under transfer case to support driveline. Remove the four nuts and bolts (Fig. 4) attaching the crossmember to frame and remove the crossmember.

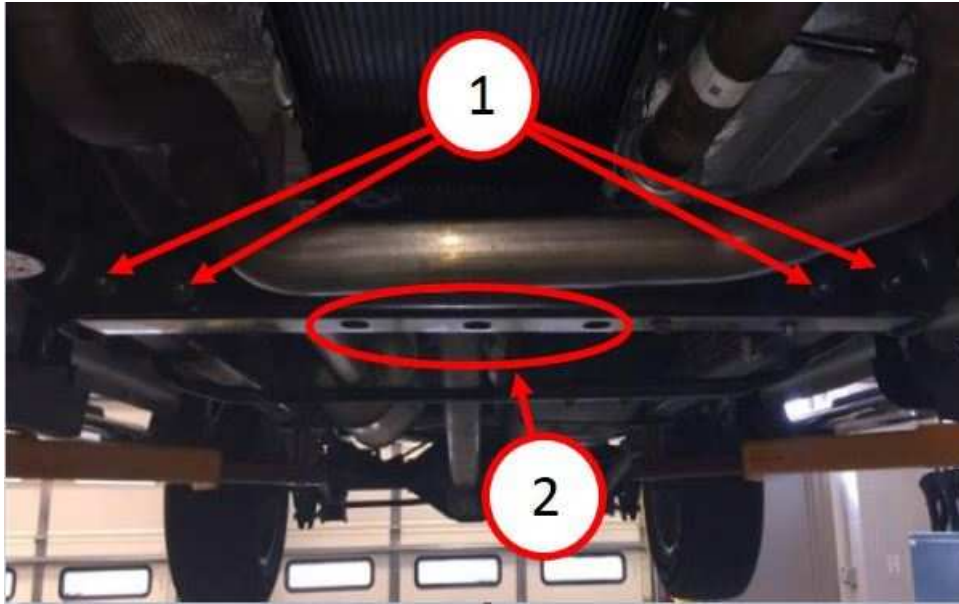


Fig. 3

Transmission Mount Nut Locations

- 1 - Crossmember Nuts and Bolts
2 - Transmission Mount Nut Access Holes

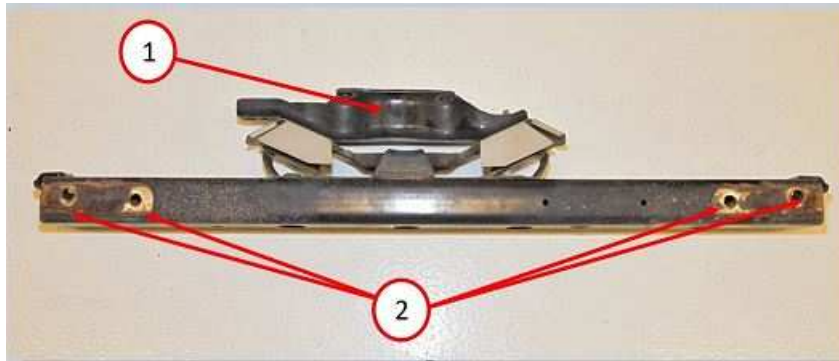


Fig. 4

Transmission Mount and Crossmember

- 1 - Transmission Mount
2 - Crossmember Bolt Holes

5. Start with the bottom two bolts. Tighten extension housing bolts to 55 N·m (41 ft. lbs.) (Fig. 5) .



Fig. 5

Location of the Transmission Extension Housing Bolts (Illustration shown for bolt location only)

6. Use screw-jack to lower driveline so that you can access the top bolts, tighten all five remaining extension housing bolts to 55 N·m (41 ft. lbs.).

CAUTION! Only lower the transmission enough to access bolts. Lowering transmission/transfer case all the way down may cause damage to engine mounts or other components.

7. Position the crossmember, install the nuts and bolts through the frame and crossmember. Tighten to 65 N·m (48 ft. lbs.).
8. Align the transmission mount to the transmission and start the four transmission to transmission mount bolts.
9. Lower transmission and transfer case until fully resting on transmission mount.
10. Tighten the three nuts onto the transmission mount studs through the cross member access slot to 61 N·m. (45 ft. lbs.).
11. Tighten the bolts that attach the transmission mount to the transmission. Tighten the bolts to 64 N·m. (47 ft. lbs.).
12. Install the transfer case skid plate and tighten bolts to 18 N·m. (13 ft. lbs.). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>13 - Frame and Bumpers/Under Body Protection/Plate, Skid, Transfer Case/Install.
13. Lower Vehicle.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-12-01-91	Housing, Transmission Extension - Tighten Bolts to Specification (1 - Semi-Skilled)	2 - Automatic Transmission	0.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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