



# Preliminary Information

## PIP5640 Avoiding Torque Converter Or Crankshaft Damage While Diagnosing Noise Concerns Do Not Separate The Torque Converter From the Flex Plate

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2000 - 2019	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment on noise coming from underneath their vehicle equipped with an automatic transmission.
Cause	Technician's may find that the noise is coming from the bell housing area.

### Correction:

The purpose of this information is to advise the dealer technician of the following:

It is not recommended to remove the flex plate to torque converter bolts, push the torque converter back towards the transmission and start the engine to determine if the noise is coming from the engine or the transmission.

Damage may occur to the pilot on the front of the torque converter or the pilot hole in the end of the crankshaft or both if the engine is running with the flex plate to torque converter bolts removed.

It is recommended to use chassis ears to isolate the component or assembly that is the loudest source of the noise.

### Version History

Version	1
Modified	05/07/2019 - Created on

