



November 2019

Dealer Service Instructions for:

Customer Satisfaction Notification V46 Solenoid Pack

Remedy Available

2016-2017 (VF) Ram ProMaster

NOTE: This campaign applies only to the above vehicles equipped with a 6-Speed Automatic 62TE Transmission (sales code DG2).

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this campaign.

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The transmission solenoid coil terminals on about 33,000 of the above vehicles were built out of specifications, resulting in excessive interference between the solenoid and its mating connection. This interference created stress within the terminals and an intermittent electrical connection. This condition may cause the transmission to be limited to one gear and maximum speed of 30 - 45 mph and will illuminate the Malfunction Indicator Lamp (MIL) on the instrument cluster and set DTC P076A code.

Service Procedure

1. Remove the floor mat and the battery storage access cover, disconnect and isolate the negative battery cable terminal from the battery post (Figure 1).

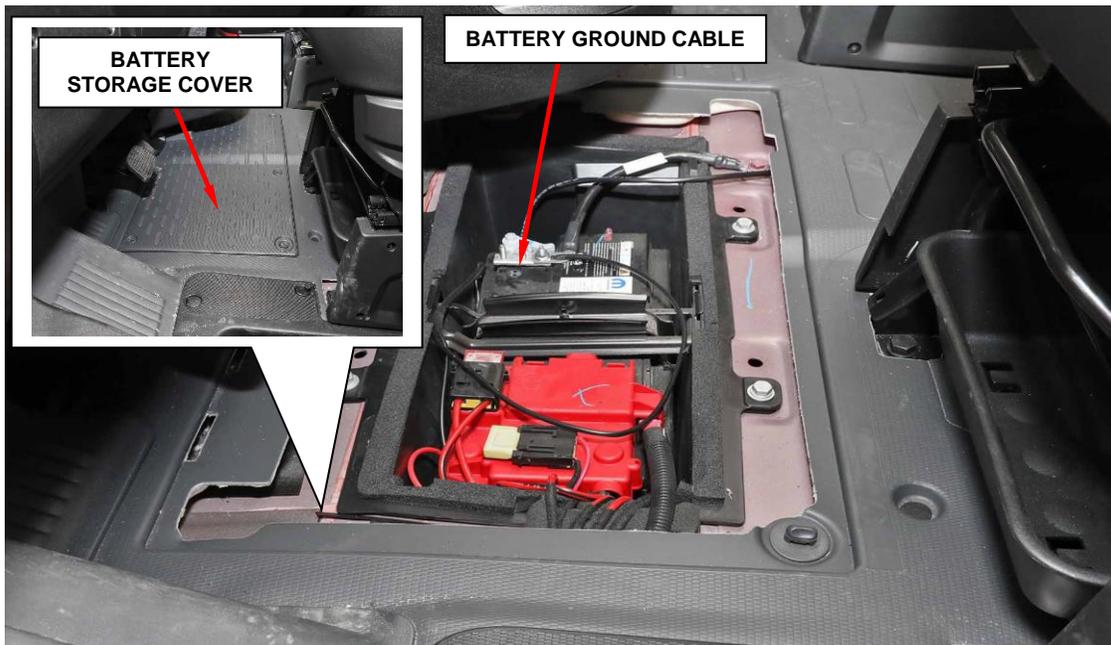


Figure 1 – Battery Storage

2. Disconnect the oil cooler lines from transaxle using **Trans Cooler Line Disconnect 8875A** (Figure 2).
3. Position oil cooler lines aside away from the valve body pan.
4. Disconnect the shift cable from the manual lever (Figure 2).

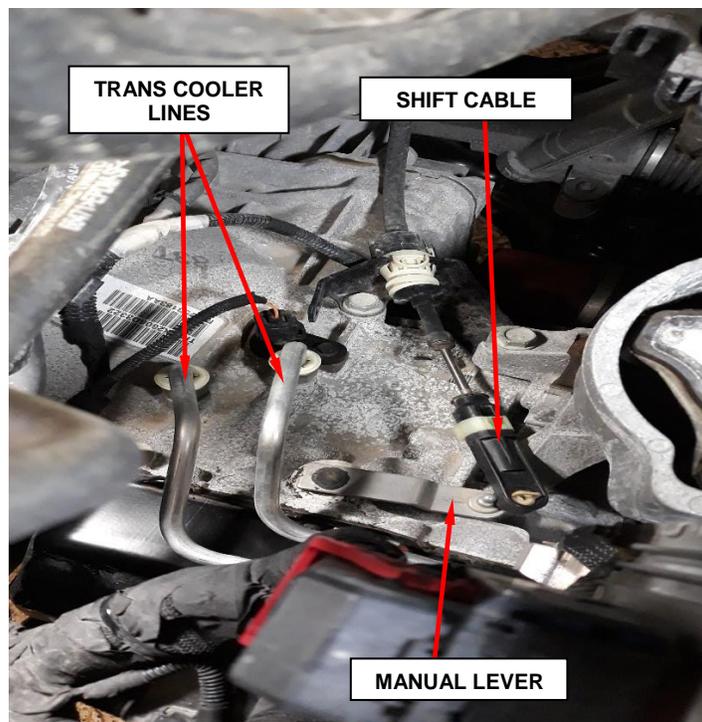


Figure 2 – Trans Cooler Lines

Service Procedure [Continued]

5. Disconnect the fir tree retainer from the trans oil pan (Figure 3).



Figure 3 – Fir Tree Retainer

6. Raise and support the vehicle.
7. Disconnect the electrical solenoid pack connector at valve body oil pan (Figure 4).

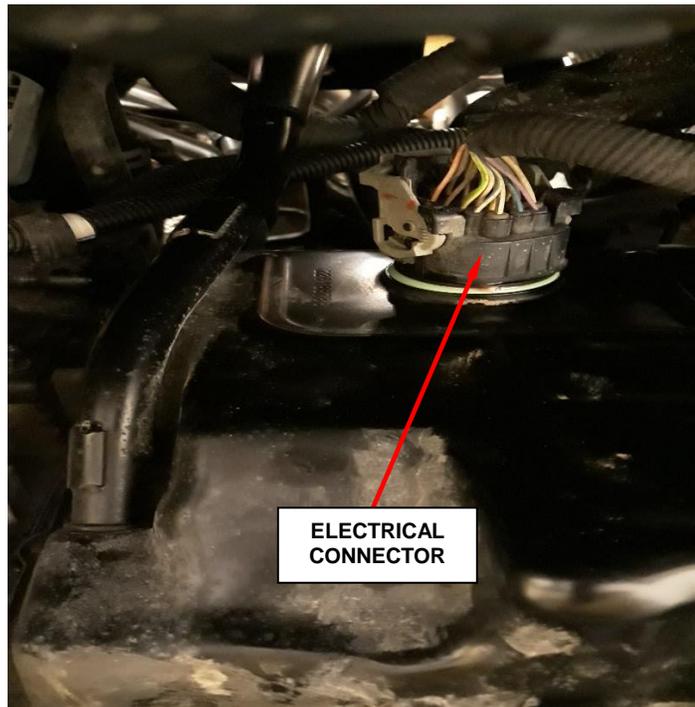
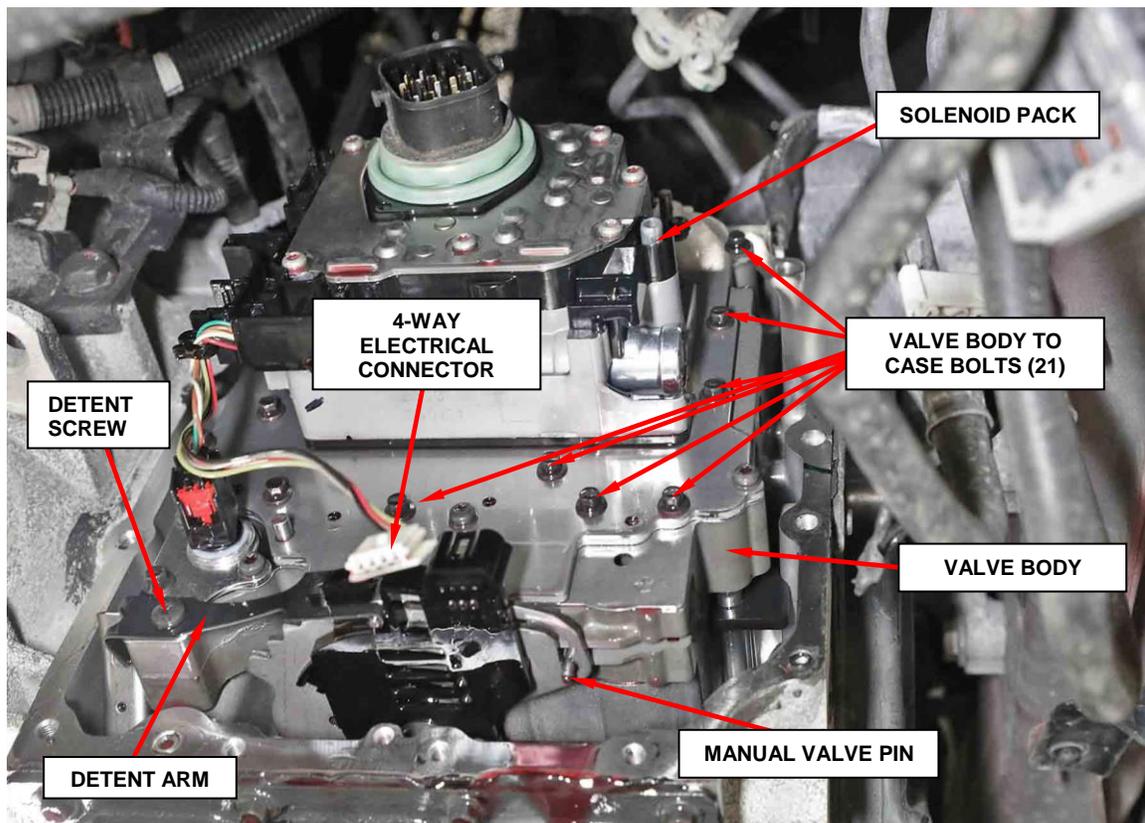


Figure 4 – Solenoid Pack Connector

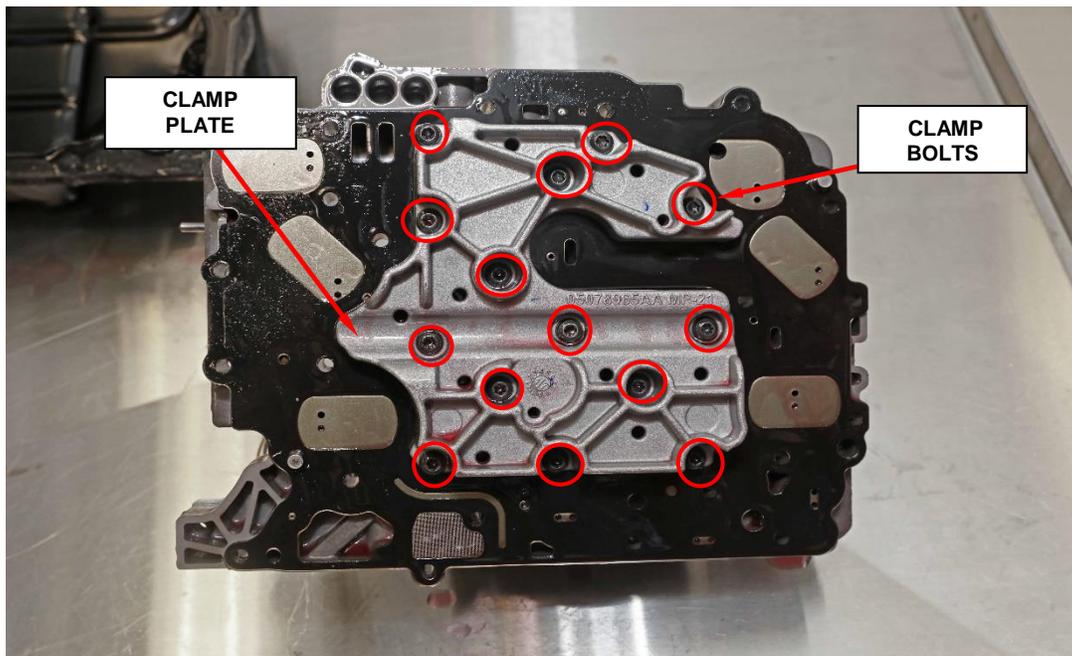
Service Procedure [Continued]

8. **If equipped**, remove the front lower closeout.
9. **If equipped**, remove the fasteners and the Front Sound Damper Cover.
10. Remove the top valve body oil pan bolts.
11. Remove the lower valve body oil pan bolts and drain transmission fluid.
12. Remove the valve body oil pan.
13. Disconnect the 4-way electrical connector at the valve body (Figure 5).
14. Remove the screw at detent arm (Figure 5).
15. Remove the detent arm (Figure 5).

**Figure 5 – Valve Body**

Service Procedure [Continued]

16. Remove the twenty-one valve body to case bolts (Figure 5).
17. Verify the manual lever is fully forward to keep the manual valve pin from binding (Figure 5).
18. Pull the valve body away from the underdrive compounder assembly oil transfer tubes and lift up on valve body to clear the manual valve pin past the slot in the rooster comb (Figure 5).
19. Remove the clamp plate bolts and clamp plate (Figure 6).

**Figure 6 – Clamp Plate**

20. Disconnect the electrical connectors to the pressure control solenoid and line pressure sensors.
21. Remove the solenoid pack and discard.
22. Scrape off the RTV from the valve body oil pan and the transmission.
23. Align the **NEW** solenoid pack to the valve body.
24. Install the mounting bolts and the clamp plate and tighten to 6 N·m (50 in. lbs.) (Figure 6).

Service Procedure [Continued]

25. Connect the electrical connectors to the pressure control solenoid and line pressure sensors (Figure 7).

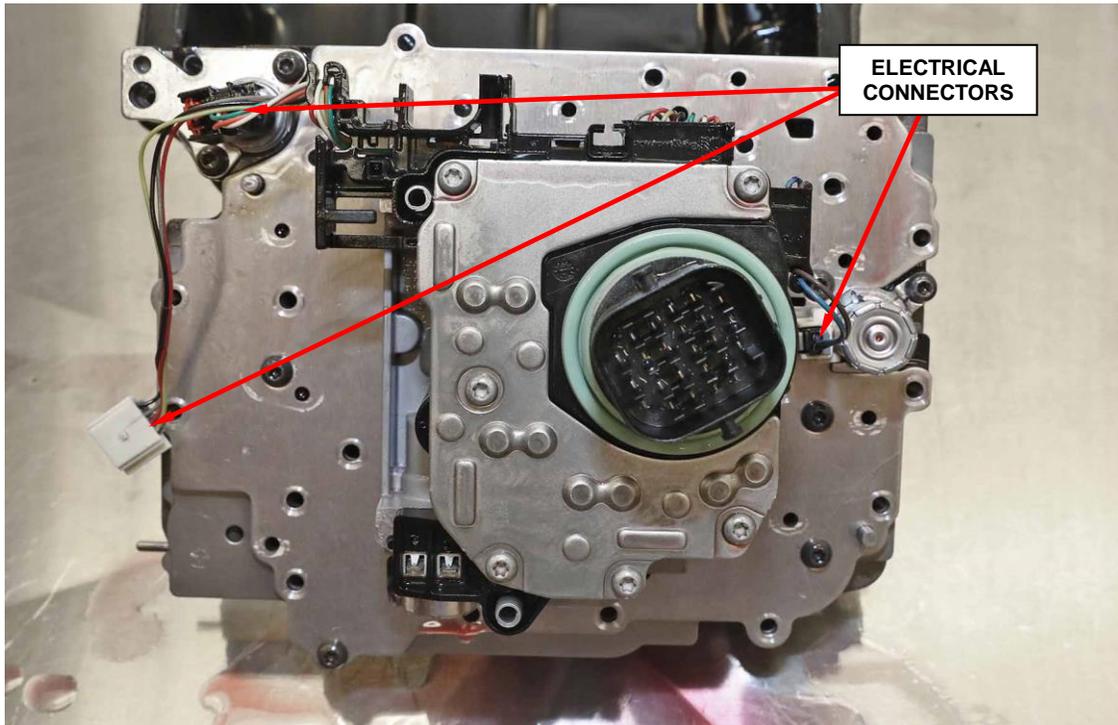


Figure 7 – Electrical Connectors

26. Verify the manual lever is fully forward to keep the manual valve pin from binding (Figure 5).
27. Set the manual valve pin into the slot in the rooster comb (Figure 5).
28. Set the valve body into the underdrive compounder assembly oil transfer tubes and press the valve body into place (Figure 8).

NOTE: Transfer tubes must be fully seated into the trans case.

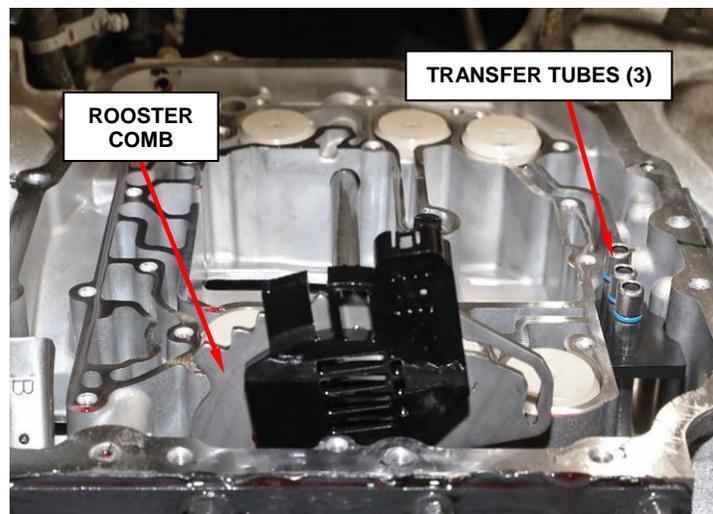


Figure 8 – Trans Case

Service Procedure [Continued]

29. Install the twenty-one valve body to case bolts and tighten to 6 N·m (50 in. lbs.) (Figure 5).
30. Install the detent arm onto the pin at the valve body (Figure 5).
31. Install the screw at the detent arm and tighten to 6 N·m (50 in. lbs.) (Figure 5).
32. Reconnect the 4-way electrical connector at the valve body (Figure 5).
33. Apply a bead of MOPAR® ATF RTV (MS-GF41) onto the valve body pan and install the valve body oil pan.
34. Install the valve body oil pan bolts and tighten to 12 N·m (9ft. lbs.).
35. Connect the solenoid pack connector at valve body oil pan (Figure 4).
36. **If equipped**, install the left side inner wheel splash shield screws.
37. **If equipped**, install the Front Sound Damper Cover and the fasteners.
38. Lower the vehicle.
39. Reconnect the shift cable to manual lever (Figure 2).
40. Reconnect the oil cooler lines to the trans (Figure 2).
41. Reconnect the fir tree retainer to the trans pan (Figure 3).
42. Reconnect the battery ground cable (Figure 1).
43. Install the battery storage cover and floor mat (Figure 1).
44. Verify that the vehicle is parked on a level surface.
45. Actuate the service brake, then start the engine and let it run at idle speed in selector lever position "P".

Service Procedure [Continued]

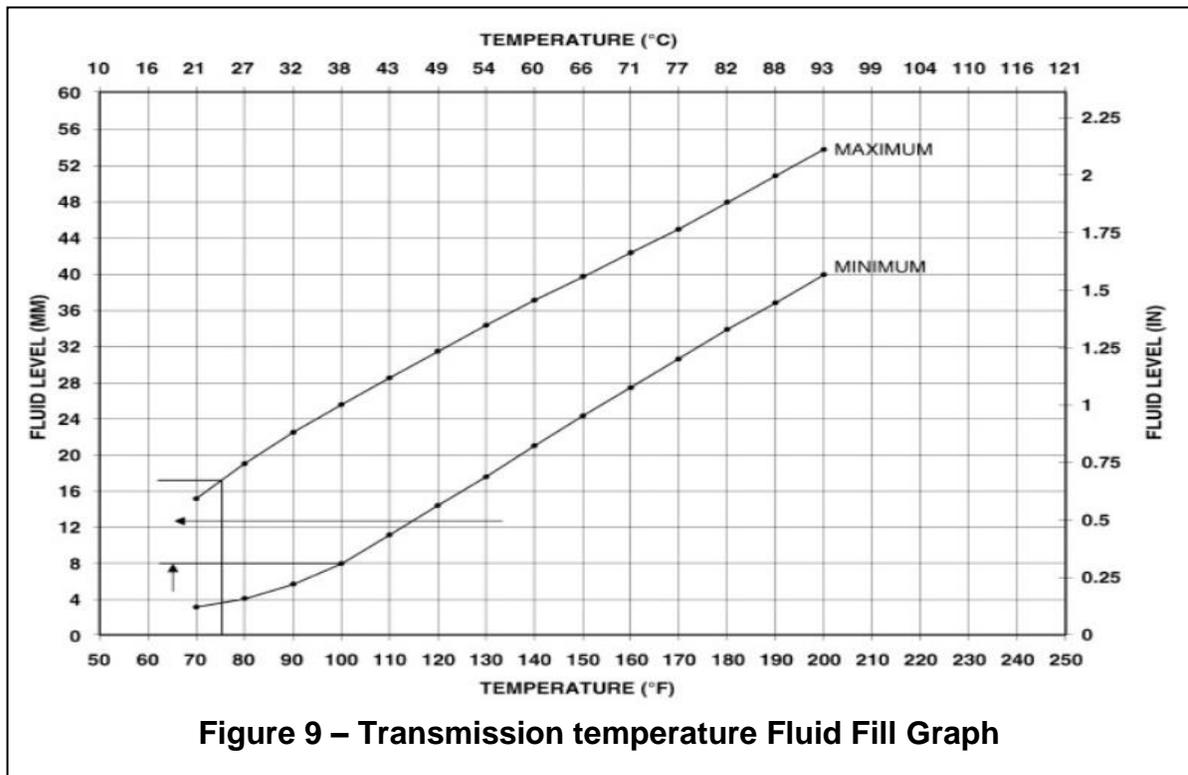
46. Shift through the transmission modes several times with the vehicle stationary and the engine idling.
47. Remove the dipstick tube cap.
48. Add approximately 3 quarts of ATF+ 4 to transmission.

WARNINIG: There is a risk of accident from vehicle moving when the engine is running. Secure vehicle to prevent it from moving. There is a risk of injury from contusions and burns if you insert your hands into the engine when it is running. Do not touch hot or rotating parts. Wear properly fitted work clothes.

49. Connect the wiTECH diagnostic tool to the vehicle.
50. Monitor the transmission oil temperature, once temperature has reached above 60 (°F) °16C, check the transmission oil level, and add as needed.

NOTE: When inserting dipstick special tool 9336A , excess insertion force may cause the dipstick to slip past the stop on the bracket in the transmission oil pan. An approximate distance that the dipstick should be inserted into the fill tube is 424 mm (16.69 in.

51. Warm up the transmission, wait at least 2 minutes and check the oil level with the engine running. Push the **OIL Dipstick 9336A** into transmission fill tube until the dipstick tip contacts the oil pan and pull out again, read off oil level, repeat if necessary.
52. The transmission **Oil Dipstick 9336A** has indicator marks every 10 mm. Determine the height of the oil level on the dipstick and using the height, the Transmission Fluid Temperature (TFT) as viewed with the scan tool, and the Transmission Fluid Graph, determine if the transmission oil level is correct (Figure 9).

Service Procedure [Continued]

53. Add or remove oil as necessary and recheck the oil level.
54. Once the oil level is correct, install the dipstick tube cap.
55. Using wiTECH, perform the quick learn procedure.
 - Select PCM.
 - Select miscellaneous function tab.
 - Select Quick Learn Routine.
 - Follow screen prompts.
56. Check for transmission faults, clear as needed, and verify final fluid level.
57. Return the vehicle to the customer.

Complete Proof of Correction Form for California Residents

This campaign is subject to the State of California Registration Renewal/Emissions Recall Enforcement Program. Complete a Vehicle Emission Recall Proof of Correction Form (Form No. 81-016-1053) and **supply it to vehicle owners residing in the state of California** for proof that this campaign has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace Solenoid Pack	21-V4-61-82	2.6 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
FCA US LLC

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

V46

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN V46.

CUSTOMER SATISFACTION NOTIFICATION

Solenoid Pack

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2016 and 2017 Model Year (VF) RAM ProMaster] vehicles equipped with a 6-Speed Automatic Transmission.

WHY DOES MY VEHICLE NEED REPAIRS?

The solenoid coil terminals on your vehicle were built out of specification, resulting in excessive interference between the solenoid and its mating connection. **This interference may stress the terminals and create an intermittent electrical connection. This condition may cause the transmission to be limited to one gear and maximum speed of 30 - 45 mph and will illuminate the Malfunction Indicator Lamp (MIL) on the instrument cluster.**

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the Transmission Solenoid Pack. The estimated repair time is about three hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Emission Recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Emission Recall has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[2] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.