SERVICE BULLETIN

NUMBER: 21-036-20 REV. A

GROUP: 21 - Transmission and Transfer Case

DATE: May 21, 2020

This bulletin supersedes Service Bulletin 21-036-20, dated May 16, 2020, which should be removed from your files. All revisions are highlighted with **asterisks and include updated LOP skill level.**

SUBJECT:

Transmission Case Oil Leak

OVERVIEW:

This bulletin involves tightening the lower transmission bolts to updated torque specifications to possibly eliminate a leak at the case split line of the transmission.

MODELS:

2019	(RU)	Chrysler Pacifica

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

NOTE: This bulletin applies to vehicles equipped with a 3.6L V6 24V VVT Engine (Sales Codes ERF or ERC) and a 9-SPD 948TE Auto Transmission (Sales Code DFH).

SYMPTOM/CONDITION:

Customers may notice (possibly transmission) fluid leaking on the ground from the left front of the vehicle.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Diagnosis Procedure.

1. Inspect the transmission tag located under the shifter cable, for the plant code and build date (Fig. 1) .

NOTE: It may be necessary to remove the Powertrain Control Module (PCM) and the two bolts holding the shifter cable, to view the transmission tag.

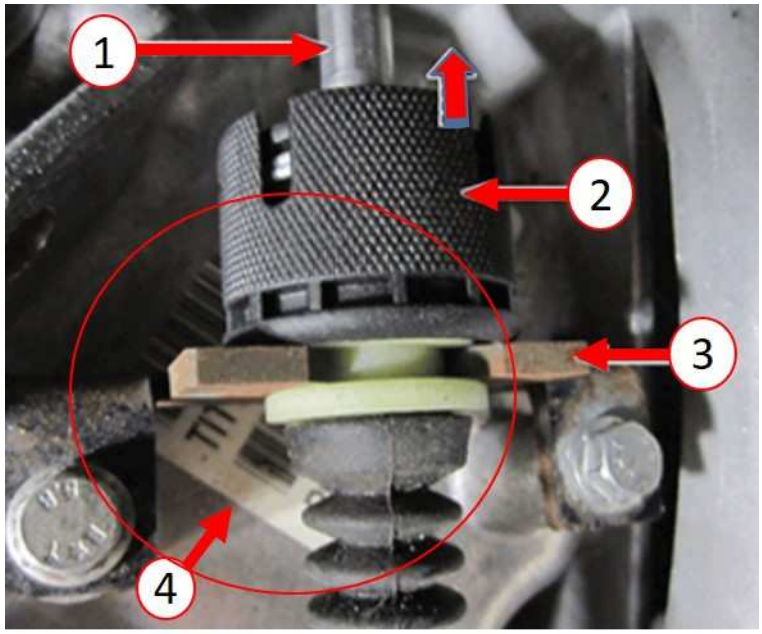

Fig. 1
(Reference Picture) for Transmission Tag Location

1 - Cable
2 - Release Collar
3 - Bracket
4 - Transmission Tag

2. Remove the PCM. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 08 - Electrical / 8E - Electronic Control Modules / Module, Powertrain Control (PCM) / Removal.
3. Remove the two bolts securing the shifter cable to the transmission to view the transmission tag.
4. Inspect and note the transmission tag numbers from the transmission.
5. Install the two bolts securing the shifter cable to the transmission. Tighten M6 X 1.0 X 20.0 bolt to 8 N·m (71 in. lbs). or M6 X 1.00 X 35.00 bolt to 10 N·m (88 in. lbs).
6. Install the PCM. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 08 - Electrical / 8E - Electronic Control Modules / Module, Powertrain Control (PCM) / Installation.
7. Is the transmission tag showing the plant code J or Z and is within these date ranges within the table?

- YES>>> Unit falls within the suspect build date range, proceed to Step 8.
- NO>>> Tag is not showing these plant codes or date range this bulletin does not apply. Normal diagnosis should be performed.

Affected Date Range – Plant Code J			
Date Ranges		**Examples**	
Calendar day 249 to 365	Calendar year 8	Date code with J1168 => **not affected**	Date code with J3018 => **affected**
Calendar day 001 to 182	Calendar year 9	Date code with J2189 => **not affected**	Date code with J0279 => **affected**

Affected Date Range – Plant Code Z			
Date Ranges		**Examples**	
Calendar day 249 to 365	Calendar year 8	Date code with Z1168 => **not affected**	Date code with Z3018 => **affected**
Calendar day 001 to 095	Calendar year 9	Date code with Z1189 => **not affected**	Date code with Z0279 => **affected**

8. Remove the belly pan (if equipped). Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 13 - Frame and Bumpers/Under Body Protection/ Belly Pan/Removal.
9. Remove the skid plate (if equipped). Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 13 - Frame and Bumpers / Under Body Protection / Plate, Skid, Front Suspension / Removal.
10. Verify the leak is at the split in the transmission case (Fig. 2) .
11. Is the leak at the split in the transmission case location and not leaking from higher up or any other location (Fig. 2) ?
    - YES>>> Proceed to Step 1 of the Repair Procedure.
    - NO>>> This Bulletin does not apply. Normal diagnosis should be performed.

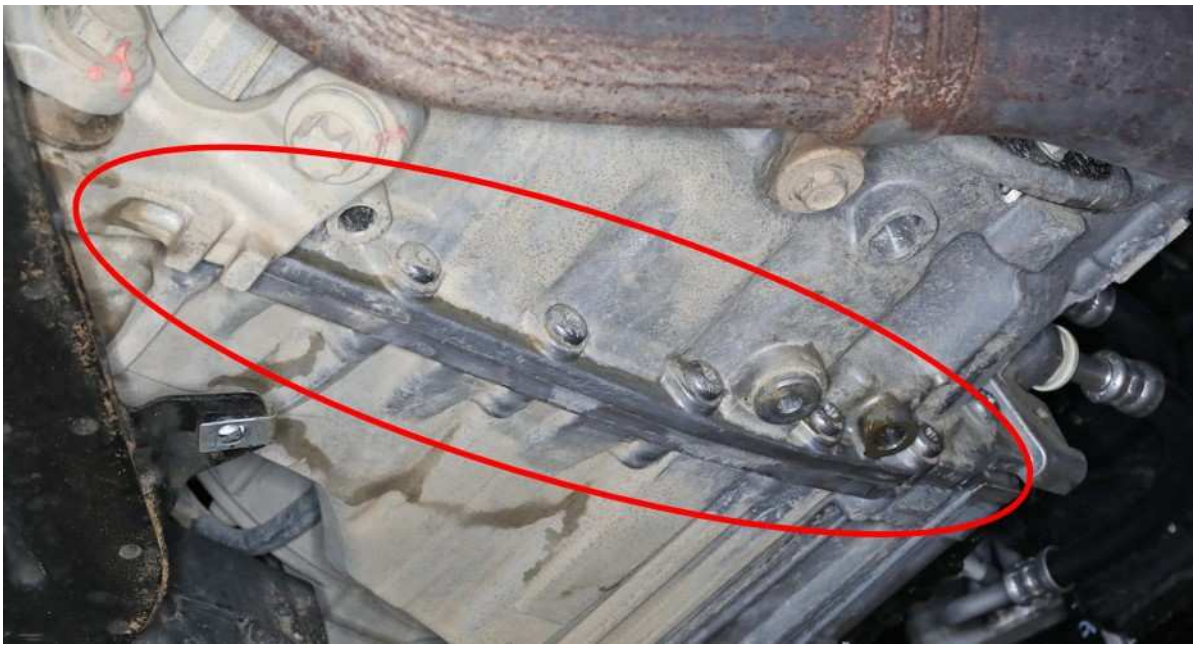

Fig. 2
(Reference Picture) Potential Leak Area at Case Split

PARTS REQUIRED:

Qty.	Part No.	Description
(AR)	68218925AA	Fluid, Automatic Transmission

REPAIR PROCEDURE:

1. Remove the transmission mount bracket (Fig. 3) t o gain access to bolts 1 & 2 (Fig. 4) .

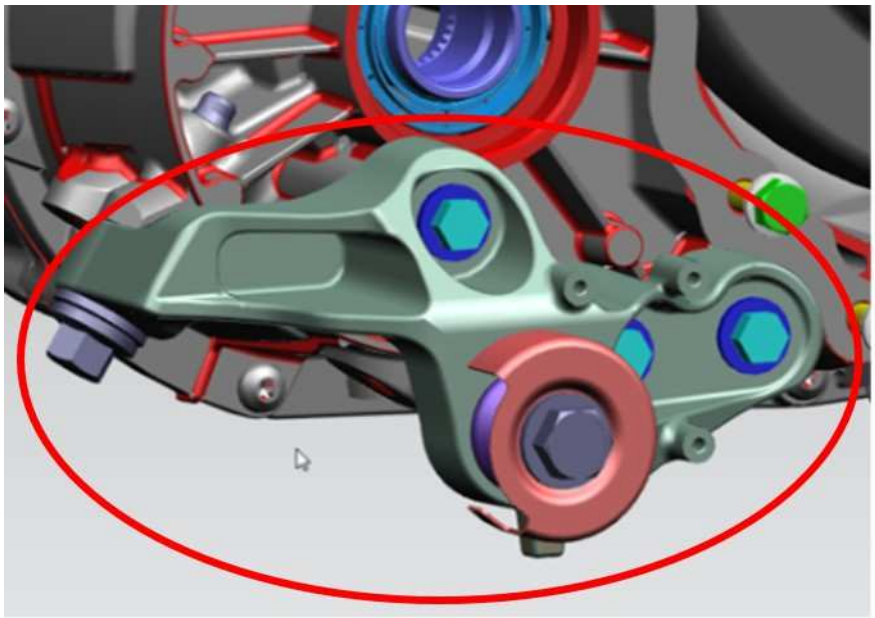

Fig. 3
Support Bracket to be Removed

2. Starting at bolt #8 and then working to bolt #1, torque bolts to 35 N·m (26 ft. lbs.) (Fig. 4) .

CAUTION! Do not rotate the bolts counter clockwise.

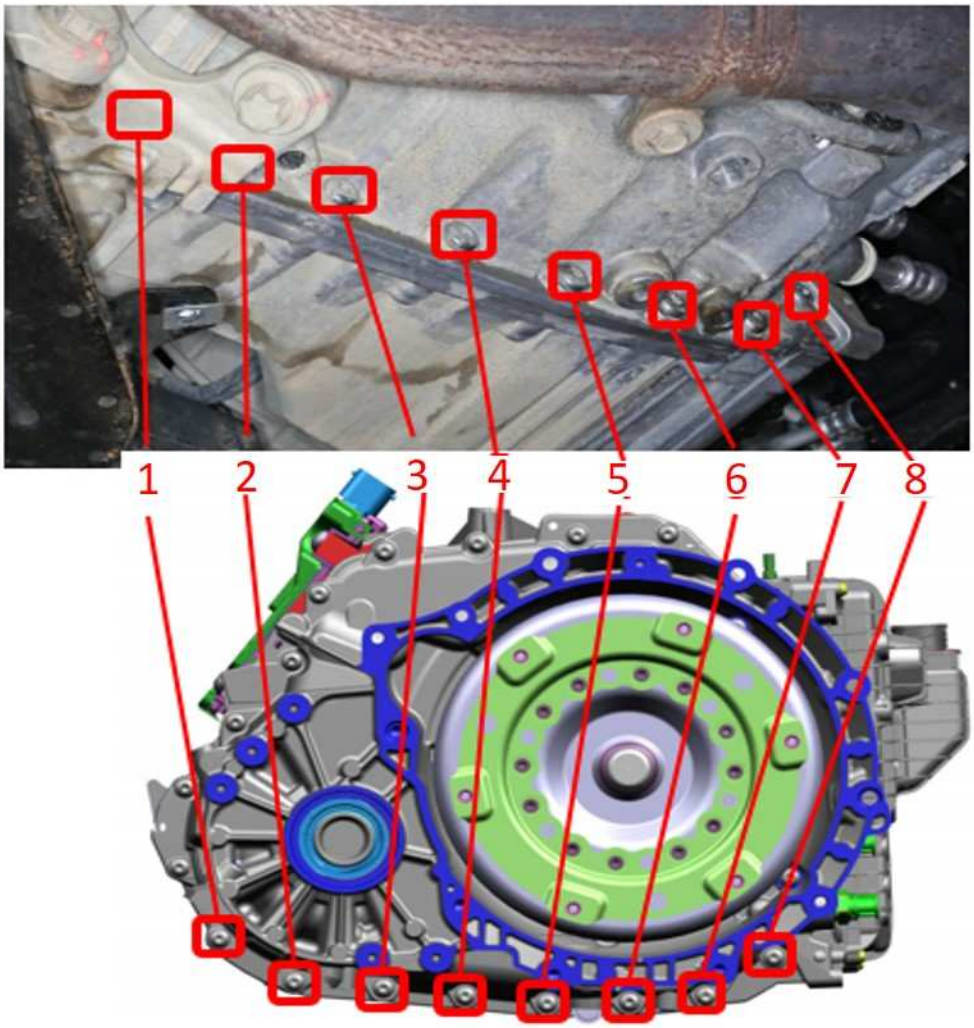

Fig. 4
(Reference Picture) Eight Bolts to be Torqued to Specifications at Potential Leak Area at the Case Split

3. Install the transmission mount bracket (Fig. 3) .
4. Check transmission fluid level and adjust as needed. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 21 - Transmission and Transfer Case / Automatic - 948TE/9HP48 / Fluid and Filter / Standard Procedure> Fluid Level Check.
5. Start the vehicle and verify the transmission fluid temperature is above 50 °C (122 °F).
6. Verify the transmission fluid level and it is not leaking at the repair area (Fig. 2) , if a leak is still detected further diagnosis should be performed.
7. Install the belly pan (if removed). Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 13 - Frame and Bumpers/Under Body Protection/ Belly Pan/Install.
8. Install the skid plate (if removed). Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 13 - Frame and Bumpers / Under Body Protection / Plate, Skid, Front Suspension / Install.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-00-04-9C	Bolts, Transmission Case - Torque to Specification **(3 - Highly Skilled)**	2 - Automatic Transmission	1.2 Hrs

FAILURE CODE:

ZZ	Service Action