



Preliminary Information

PIP5640A 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 - 2021	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	Technicians 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.

Note: This PI will be edited or changed into a possible bulletin as the need arises.

Version History

Version	2
Modified	05/07/2019 - Created on 04/10/2021- Added the 2020 and 2021 model years.

