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Case Number: S2121000005

Release Date: 4/01/2021

Symptom/Vehicle Issue: 62TE 6-Speed Transmission Cracked Torque Converter (TC) Piston Repair Index, To Aid In Diagnosis And Repair

Discussion: Some vehicles may have been produced with a torque converter that has an internal piston that could, over time, develop a crack. A cracked internal torque converter piston will begin to scrape friction material from the front cover. This could lead to complaints of transmission slipping, erratic shifting, and one or more of the following DTCs:

- P0740 – TCC Out of Range
- P0868 – Line Pressure Low
- P0944 – Loss of Hydraulic Pump Prime

Additionally, certain Mopar replacement transmission, and torque converter assemblies may also exhibit the same condition. Below is a list of suspect part numbers that may exhibit this concern:

NOTE: All newer level remanufactured transmissions and torque converters built after August 2017 should not exhibit this condition.

Transmission Assembly PN#	Torque Converter PN#
R8054698AA or AB	R8039259AA through AD
R8067698AA through AC	R8070538AA or AB
R8071389AA through AC	
R8088606AA through AG	
R8090720AA through AG	
R8090721AA through AG	
R8210327AA through AD	

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If you receive a vehicle with the above condition. Or if the vehicle exhibits the condition, and a review of previous repair records indicate the vehicle has been serviced with one of the above part numbers, please continue with the diagnosis and repair section below.

Diagnosis and Repair:

The following table provides steps to assist in properly repairing 62TE transmission concerns where the TC internal piston is suspected to be cracked. The order of the steps are designed to provide the most probable cause and best repair direction to take.

1. On the chart, locate the appropriate customer issue or vehicle symptom.
2. Follow the appropriate repair recommendations for the customer issue or vehicle symptom described.

NOTE: If the customer issue or vehicle symptoms do not appear in this diagnostic table, refer to the appropriate diagnostic trouble shooting procedure located in Service Library, Service Information for additional information.

Customer Issue / Vehicle Symptom	Service Action A
<ul style="list-style-type: none">• Transmission Slip or Erratic Shift• DTC P0740• DTCs P0868, and P0944 Are not present• Fluid does not show signs of thermal deterioration• Filter, pan and magnet do not show signs of friction material	<ol style="list-style-type: none">1. Inspect condition of transmission fluid (Note 1). If the fluid shows signs of thermal deterioration, refer to Service Action C. Otherwise, continue to Step 22. Remove the transmission pan, and inspect for friction material present (Figure 1). If significant friction material is present, refer to Service Action C. Otherwise proceed to Step 3.3. Remove transmission filter, and inspect for significant clutch friction material present. (Figure 2). If significant friction material is present, refer to Service Action C. Otherwise proceed to Step 44. Replace the following components:<ol style="list-style-type: none">a. Torque Converterb. Trans Fluidc. Transmission Filter

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Customer Issue / Vehicle Symptom	Service Action B
<ul style="list-style-type: none">• Transmission Slip or Erratic Shift• DTCs P0740 and/or P0868 Are present• Possible Gear Ratio DTCs Present• DTC P0944 is NOT present.• Fluid does not show signs of thermal deterioration• Filter, pan and magnet do not show signs of friction material	<ol style="list-style-type: none">1. Inspect condition of transmission fluid (Note 1). If the fluid shows signs of thermal deterioration, refer to Service Action C. Otherwise, continue to Step 22. Remove the transmission pan, and inspect for significant friction material present (Figure 1). If significant friction material is present, refer to Service Action C. Otherwise proceed to Step 3.3. Remove transmission filter, and inspect for significant clutch friction material present. (Figure 2). If significant friction material is present, refer to Service Action C. Otherwise proceed to Step 44. Inspect clutch plates for signs of significant wear.5. If there are signs of friction material debris, but the clutches are not significantly worn, and the transmission fluid does not show signs of significant thermal deterioration, perform the following: (Note2)<ol style="list-style-type: none">a. Replace the torque converterb. Replace the transmission coolerc. Replace the transmission fluidd. Flush or replace transmission lines.e. Replace the valve bodyf. Replace the transmission filter

Customer Issue / Vehicle Symptom	Service Action C
<ul style="list-style-type: none">• Transmission Slip or Erratic Shift• DTCs P0868, and/or P0740 set along with P0944	<ol style="list-style-type: none">1. Inspect condition of transmission fluid (Note 1)2. Remove the transmission pan, and inspect for significant friction material present (Figure 1)

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- Fluid show signs of thermal deterioration -- OR --
- Filter, pan and magnet have significant friction material

3. Remove transmission filter, and inspect for significant clutch friction material present. (Figure 2)
4. Inspect clutch plates for signs of significant wear.

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5. If there are signs of significant clutch material in the filter and/or pan, the transmission fluid shows sign of thermal deterioration, and the clutches show signs of significant wear or heat staining, perform the following:
 - a. Replace the transmission assembly including torque converter
 - b. Replace the transmission cooler
 - c. Flush or replace the transmission lines.

Notes:

1. Inspect the transmission fluid for signs of excessive thermal deterioration. Transmission fluid showing signs of thermal deterioration will be very dark in color, and have a strong odor.
2. The 70% repair rule will apply.

Figures:

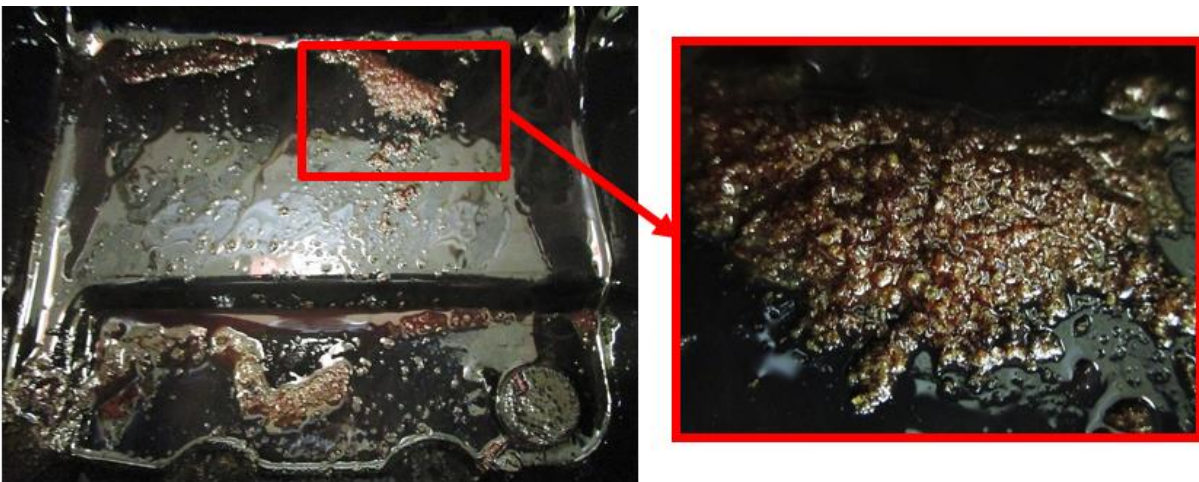


Figure 1.

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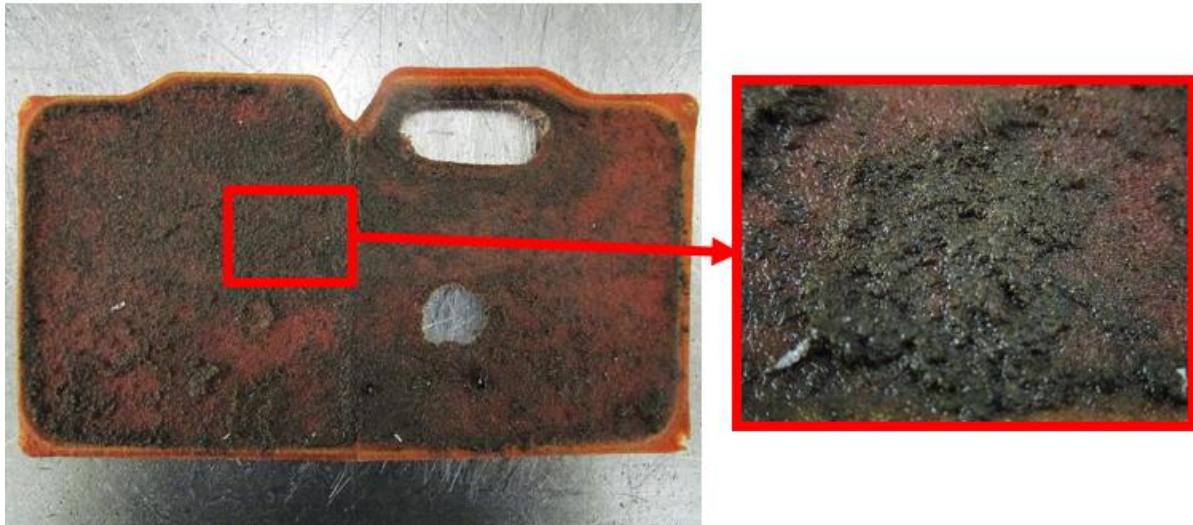


Figure 2.

NOTE: Transmission Filter shown disassembled for better reference.

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