

Technical Service Bulletin (TSB)

Transmission Oil Cooler Line(s) Not Fully Seated Causing Potential Oil Leak

| | | | | | |
|---------------------------|---|------------------------------|---------------|------------------|---|
| REFERENCE: | TSB: 21-019-23 GROUP 21 - Transmission and Transfer Case | Date: | July 11, 2023 | REVISION: | - |
| VEHICLES AFFECTED: | 2023 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or after December 01, 2022 (MDH 1201XX) and on and before April 04, 2023 (MDH 0404XX) equipped with either: <ul style="list-style-type: none"> • 3.6L V6 24V VVT eTorque Engine Upgrade I (Sales Code ERG). • 6.2L Supercharged Hemi V8 SRT Engine (Sales Code ESD). | MARKET APPLICABILITY: | | | |
| CUSTOMER SYMPTOM: | Leaking transmission fluid toward the front of vehicle. | | | | |
| CAUSE: | Transmission oil cooler lines not fully seated into transmission oil cooler. | | | | |

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-205, date of issue July 11, 2023. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves seating transmission oil cooler lines into the transmission oil cooler.

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|---|-------------------|------------|
| 21-25-10-98 | Transmission Oil Cooler Lines - Inspect (1 - Semi Skilled) | 21 - Transmission | 0.2 Hrs. |
| 21-25-10-99 | Transmission Oil Cooler Lines - Inspect and Repair (1 - Semi Skilled) | 21 - Transmission | 0.6 Hrs. |
| Failure Code | ZZ | Service Action | |

SPARE PARTS:

| Qty | Part No. | Description | Notes |
|------|------------|--------------------|---|
| (AR) | 68218925AB | Transmission Fluid | Use only Mopar® ZF 8&9 Speed ATF™ Automatic Transmission Fluid or equivalent. Failure to use the correct fluid may affect the function or performance of your transmission. |

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RSU VIN list, perform the Inspection. **This bulletin applies only to vehicles on the RSU VIN list.**

1. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO>>> This Bulletin does not apply. Normal diagnosis should be performed.
2. Are the transmission oil cooler lines fully seated at the oil cooler?
 - YES >>> This bulletin has been completed, use inspect LOP (21-25-10-98) to close the active RSU ([Fig. 1](#)).
 - NO>>> The lines are not fully seated ([Fig. 2](#)), Proceed to [Step 1](#) of the Repair Procedure.

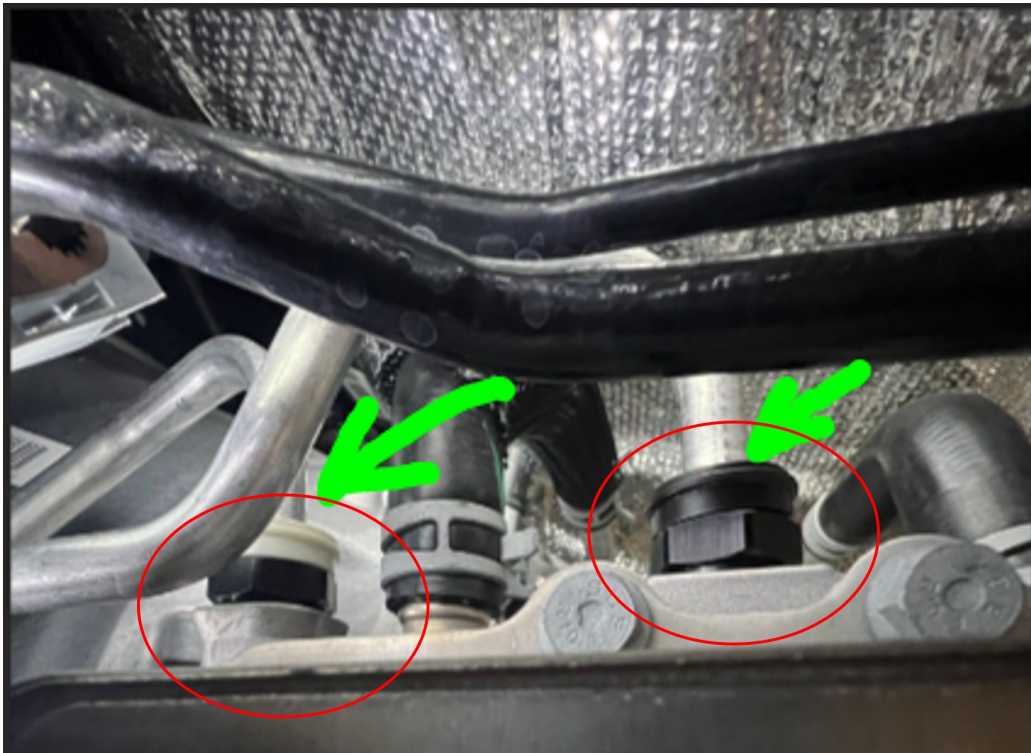


Fig. 1
Transmission Oil Cooler Lines Fully Seated

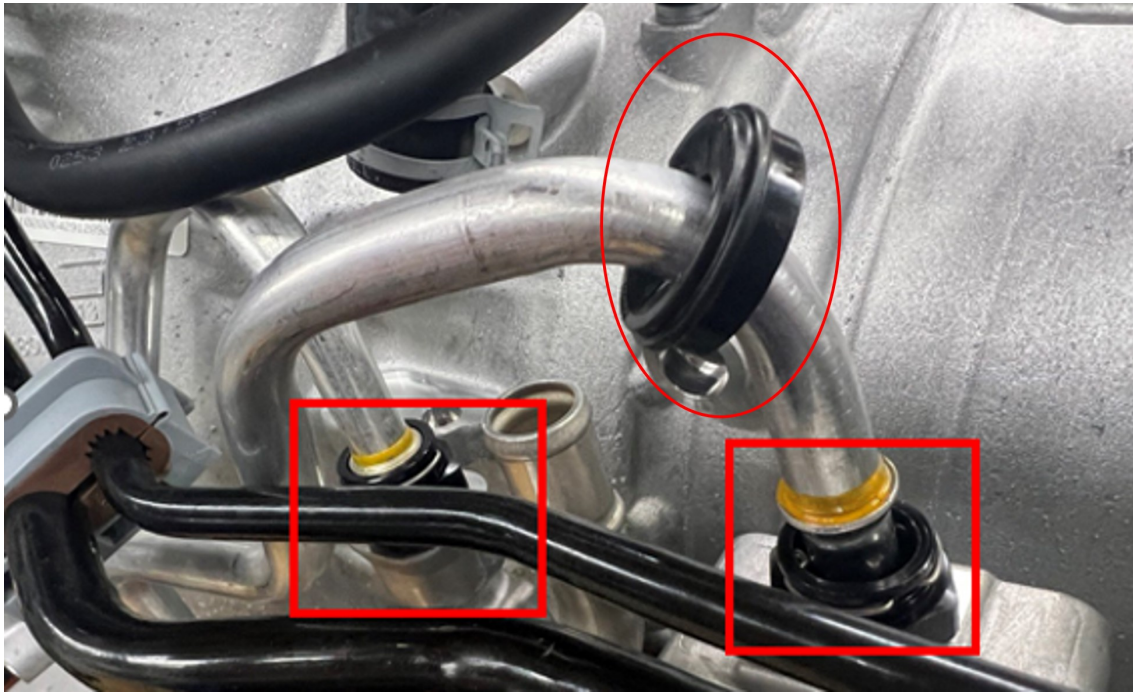


Fig. 2
Transmission Oil Cooler Lines NOT Fully Seated

REPAIR PROCEDURE:

1. Fully seat the transmission oil cooler lines into the oil cooler and ensure the caps are fully seated into position (Fig. 1) .
2. Clean any residual fluid from under the vehicle.
3. Check and fill transmission fluid up to specifications.

POLICY:

Reimbursable within the provisions of the warranty.

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