



February 2023

Dealer Service Instructions for:

## Customer Satisfaction Notification ZD3 9-Speed Transmission

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**NOTE: ProMaster repairs can only be performed by BusinessLink Dealers. Non BusinessLink Dealers should not order parts or perform the repair.**

### Remedy Available

**2022**      **(KL) Jeep® Cherokee**  
              **(RU) Chrysler Pacifica/Voyager**  
              **(VF) Ram Promaster**

*NOTE: This campaign applies only to the above vehicles equipped with a 9-Speed Transmission.*

*NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.*

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

### Subject

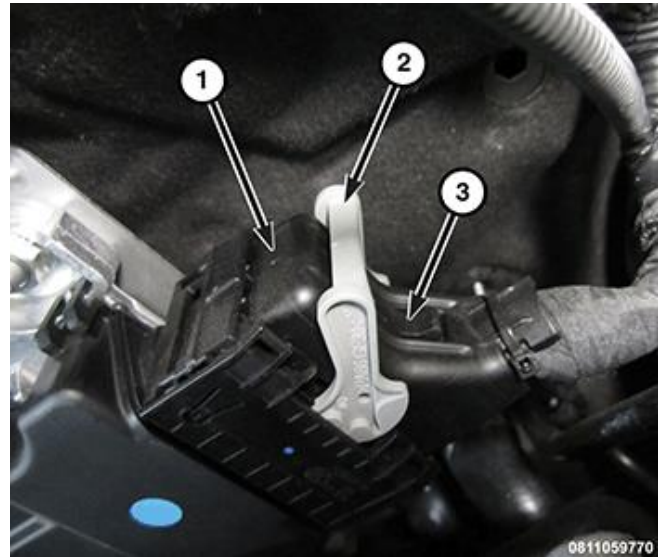
The transmission on about 76 of the above vehicles may experience internal failure due to lack of lube, starving various bearings and pinions. This can lead to having no forward gear and grinding when put into gear.



## Service Procedure

### A. Remove Transmission Procedure

1. Raise and support the vehicle.
2. Disconnect and isolate the negative battery cable.
3. Remove the pressurized coolant bottle and pressurized coolant bottle bracket.
4. Remove the vacuum pump and the vacuum pump mounting bracket.
5. Push the locking tab and rotate the bail to disconnect the TCM wire harness connector.
6. Remove the TCM wire harness bolt from the transmission.



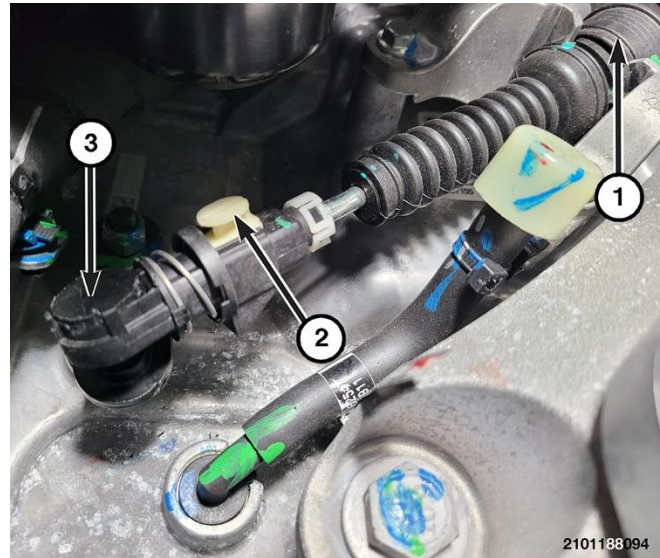
1 - Locking Tab

2 - Bail

3 - Transmission Control Module (TCM)  
Harness Connector

**Service Procedure [Continued]**

7. Disconnect the shift cable end from the manual valve lever.
8. Pull the shift cable lock collar and disconnect the shift cable from the bracket at the transmission.



- 1 - Shift Cable End
- 2 - Shift Cable Adjuster Lock
- 3 - Shift Cable Lock Collar

9. Disconnect the transmission solenoid connector from the transmission by rotating the lock lever counterclockwise.

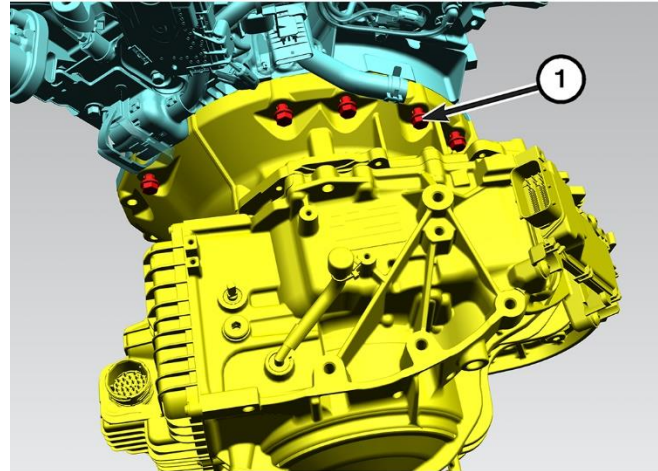


- 1 - Transmission Solenoid Connector

10. Remove the wire harness bracket.

**Service Procedure [Continued]**

11. Remove the upper bellhousing to engine bolts.



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1 - Bellhousing to Engine Bolts

12. Position a floor jack under the transmission and raise the jack enough to relieve tension on the transmission mount.
13. Loosen the bolts holding the upper transmission mount to the adaptor block.
14. Remove the halfshafts (Refer to 03 - Differential and Driveline/Halfshaft/Removal) .
15. Remove the ground cable bolt and position the cable aside.

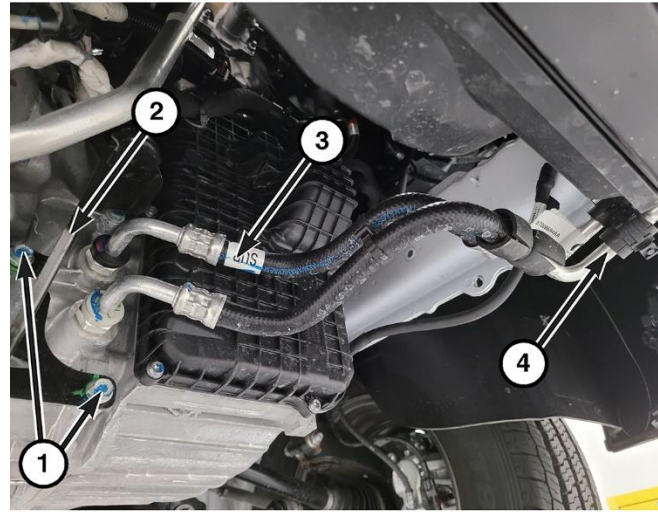


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1 - Ground Cable Bolt

**Service Procedure [Continued]**

16. Raise the vehicle and place safety stands under the rear frame rails behind the rear axle to stabilize the vehicles center of gravity.
17. Disconnect the transmission oil cooler lines from the transmission.



- 1 - Transmission Oil Cooler Line Blocker Bolts
- 2 - Transmission Oil Cooler Line Blocker
- 3 - Upper Transmission Oil Cooler Line
- 4 - Lower Transmission Oil Cooler Line

18. Remove the ground wire above the transmission oil cooler blocker from the transmission.



**Service Procedure [Continued]**

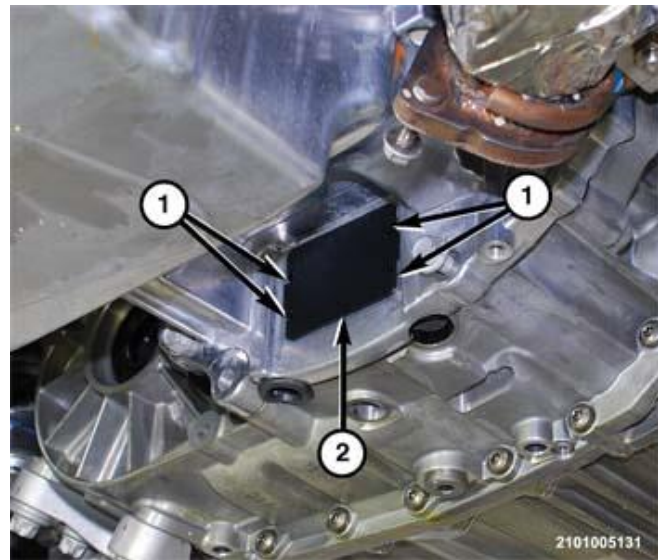
**NOTE:** After the bolts holding the starter motor to the bellhousing are removed the starter motor will remain in place.

19. Remove the starter bolts.



1 - Starter Bolts

20. Remove the torque converter bolt access cover from the engine oil pan.



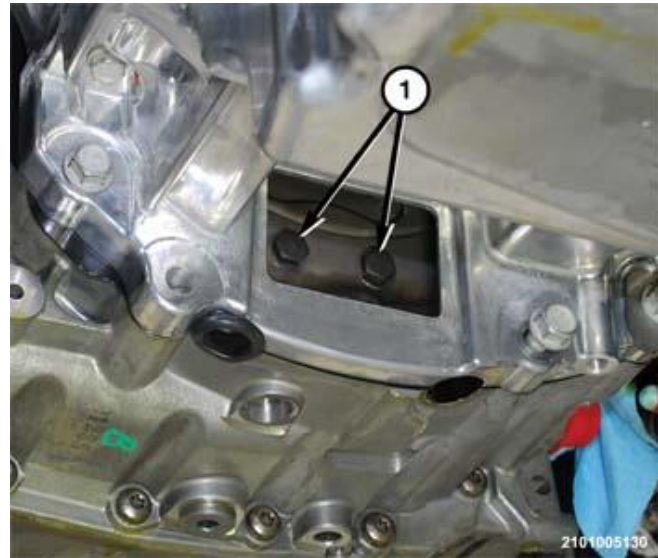
1 - Torque Converter Bolt Access Cover Retention Tab Location

2 - Torque Converter Bolt Access Cover

**Service Procedure [Continued]**

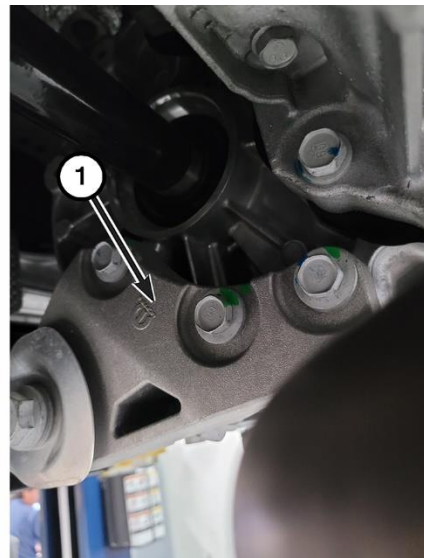
21. Through the access opening, remove the torque converter bolts. Rotate the crankshaft to bring each set of bolts into view through the access opening.

**NOTE: The crankshaft can be rotated using a wrench to turn the balancer pulley end bolt.**



1 - Torque Converter Bolts

22. Remove the torque strut bracket from the transmission.

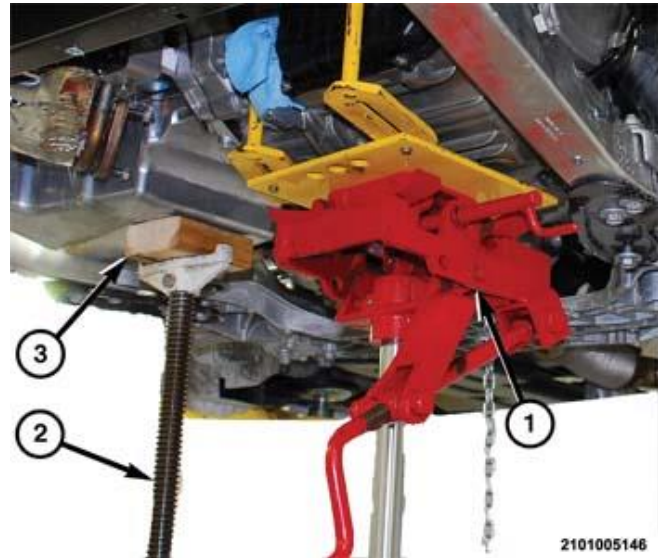


1 - Torque Strut Bracket



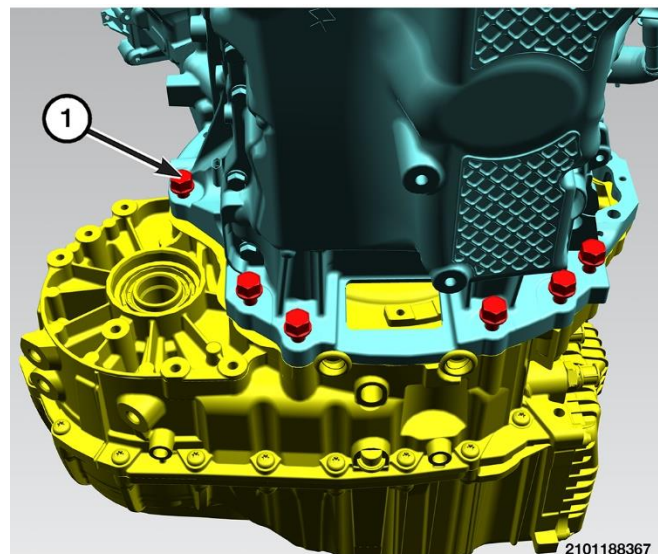
**Service Procedure [Continued]**

23. Position a high stand under the oil pan using a wood or equivalent block to protect the oil pan.
24. Position a transmission jack under the transmission.
25. Secure the transmission to the lift plate of the transmission jack.



- 1 - Transmission Jack
- 2 - High Stand
- 3 - Wooden Block

26. Remove the left engine mount bolts.
27. Remove the lower bellhousing to engine bolts.



- 1 - Bellhousing to Engine Bolt

28. Carefully lower the transmission away from the vehicle.

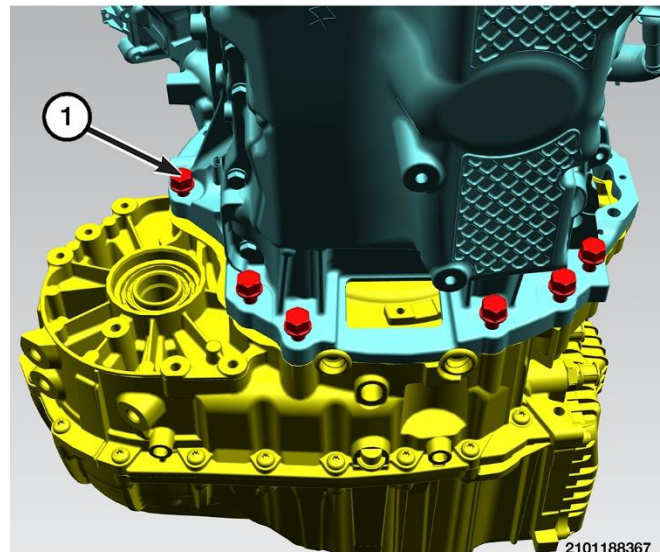
## Service Procedure [Continued]

### B. Transmission Installation Procedure

1. Inspect the flexplate for damage.
2. Lightly grease the torque converter hub pocket in the end of the crankshaft.
3. Rotate the flexplate so the close tolerance bolt hole is at the six o'clock position.
4. Install the torque converter to the **NEW** transmission.
5. Raise the transmission and push the bell housing against the engine block with the guide pins aligned.

**CAUTION: Ensure that the transaxle bell housing and the engine block are flush before installing the bolts. Never utilize the mounting bolts to draw the transaxle to the engine.**

6. Install the lower bellhousing to engine bolts and tighten to 52N·m (38ft. lbs.).
7. Install the left engine mount bolts hand tight.

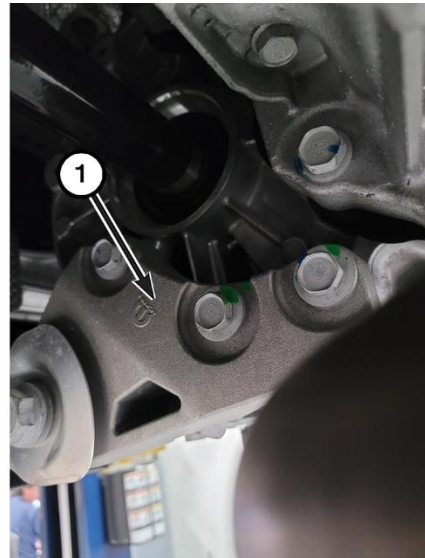


1 - Bellhousing to Engine Bolt

**Service Procedure [Continued]**

8. Install the torque strut bracket and tighten the bolts to (M14 135N·m (100ft. lbs.)). (M10 62N·m (46ft. lbs.))

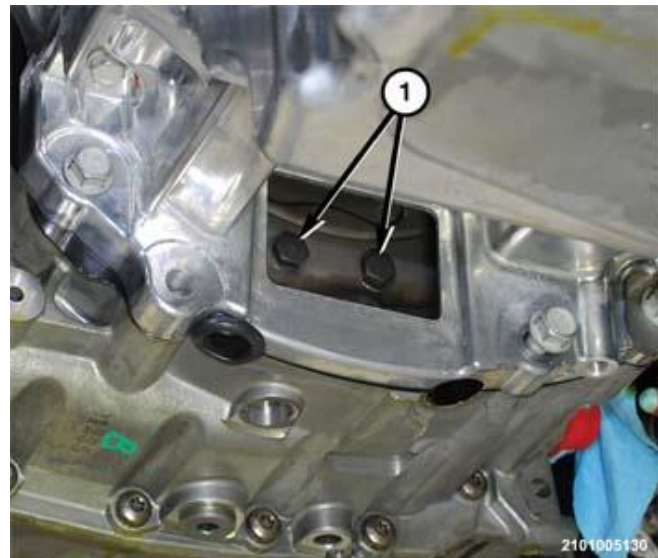
**CAUTION:** It is essential that correct length bolts be used to attach the converter to the driveplate. Failure to follow this caution may result in transmission damage.



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1 - Torque Strut Bracket

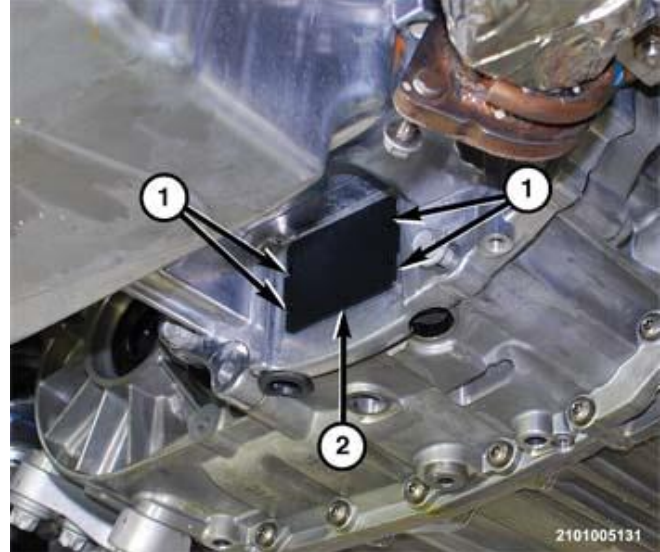
9. Install the torque converter bolts and tighten to 40N·m (30ft. lbs.). Rotate the crankshaft to bring each set of bolts into view through the access opening.



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**Service Procedure [Continued]**

10. Install the torque converter bolt access cover in the engine oil pan.



1 - Torque Converter Bolt Access Cover Retention Tab Location

11. Install the starter bolts and tighten to 47N·m (35.5ft. lbs.).

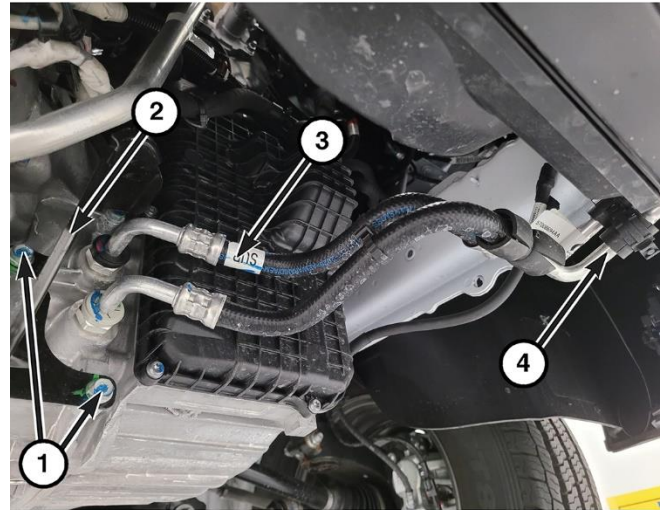


1 - Starter Bolts



**Service Procedure [Continued]**

12. Install the ground wire above the transmission oil cooler blocker.
13. Connect the transmission oil cooler lines to the transmission.



- 1 - Transmission Oil Cooler Line Blocker Bolts
- 2 - Transmission Oil Cooler Line Blocker
- 3 - Upper Transmission Oil Cooler Line
- 4 - Lower Transmission Oil Cooler Line

14. Install the ground cable and bolt to the transmission and tighten to 24N·m (17ft. lbs.).
15. Install the halfshafts.
16. Remove the safety stands under the rear frame rails behind the rear axle and lower the vehicle.
17. Tighten the left engine mount bolts to 105N·m (77ft. lbs.).

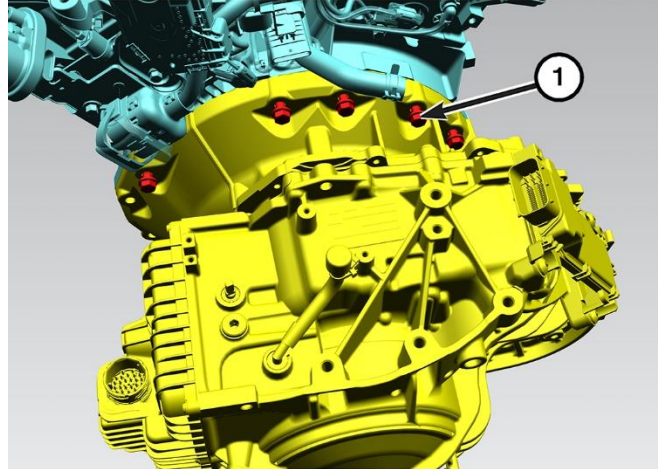


- 1 - Ground Cable Bolt



**Service Procedure [Continued]**

18. Install upper bellhousing bolts and tighten to 52N·m (38ft. lbs.).
19. Install the wire harness bracket.



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1 - Bellhousing to Engine Bolts

20. Connect the transmission solenoid connector into transmission connector and rotate the lock lever clockwise.

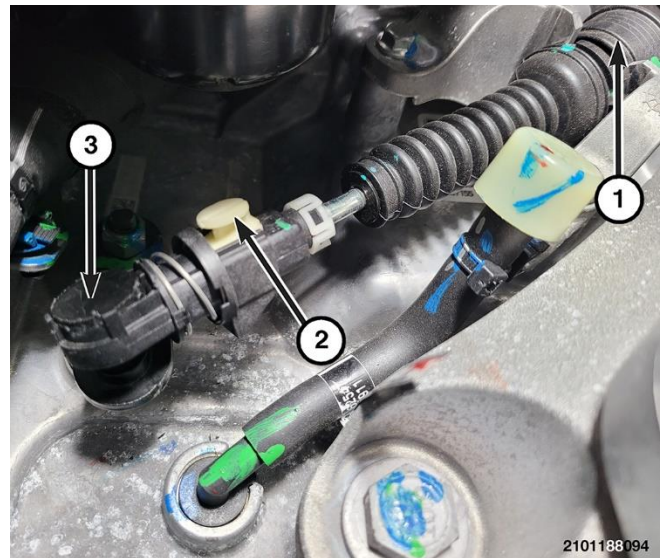


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1 - Transmission Solenoid Connector

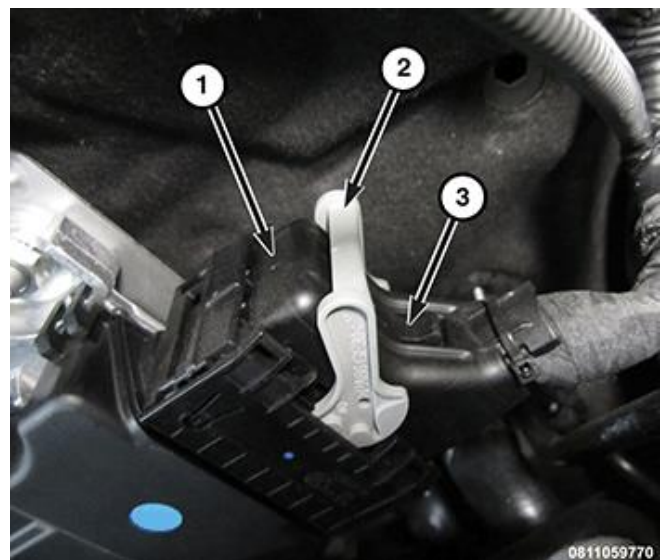
**Service Procedure [Continued]**

- 21. Press the shift cable housing into the mount bracket on the transmission.
- 22. Snap the shift cable end in position on the manual lever.
- 23. Attach the TCM wire harness routing bracket to the transmission and tighten to 9N·m (80In. lbs.).



- 1 - Shift Cable End
- 2 - Shift Cable Adjuster Lock
- 3 - Shift Cable Lock Collar

- 24. Connect the TCM wire harness connector to the TCM.
- 25. Install the vacuum pump mounting bracket and the vacuum pump.
- 26. Install the pressurized coolant bottle bracket and bottle.
- 27. Connect the battery.
- 28. Fill the transmission to the proper level with the specified fluid.
- 29. If transmission is replaced, program the Vehicle Identification Number (VIN) into the Transmission Control Module (TCM).



- 1 - Locking Tab
- 2 - Bail
- 3 - Transmission Control Module (TCM) Harness Connector

**Service Procedure [Continued]**

**NOTE: Only perform the Valve Body Solenoid Learn procedure if the valve body and/or the TCM was replaced during a repair. Do not perform this procedure if the repair did not require the valve body and/or TCM to be replaced. Do not perform this procedure if the transmission is being replaced.**

- 30. If valve body or the TCM was replaced, perform Valve Body Solenoid Learn procedure.
- 31. If transmission is replaced or internal repairs were made, perform Transmission Verification Test-948TE.
- 32. Road test the vehicle to verify the repair.

**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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace 9-Speed Transmission <b>(KL Model)</b>	21-ZD-31-82	8.7 hours
Replace 9-Speed Transmission <b>(RU Model)</b>	21-ZD-31-83	7.2 hours
Replace 9-Speed Transmission <b>(VF Model)</b>	21-ZD-31-84	5.9 hours

Add the cost of the campaign 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 campaign 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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

ZD3

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized Chrysler / Dodge / Jeep® / RAM BusinessLink / 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 ZD3.

## CUSTOMER SATISFACTION NOTIFICATION

### 9-Speed Transmission

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 <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2022 Model Year (KL) Jeep Cherokee, (RU) Chrysler Pacifica/Voyager (VF) Ram Promaster] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The transmission in your vehicle may experience internal failure due to lack of lubrication, potentially starving various bearings and pinions. **This can lead to having no forward gear and grinding when you put the transmission into gear.**

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the transmission. The estimated repair time is about 9 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**

#### 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</sup> 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.