



STAR ONLINE PUBLICATION



Case Number: S2421000001

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Symptom/Vehicle Issue: No Reverse And/Or Forward Gear After D-Clutch Repair.

Discussion: Reports have been received from the field of no reverse and/or forward gear engagement after performing the D-Clutch repair procedure outlined in TSB 21-039-24 REV. A. This may be due to missing seals on the output shaft carrier assembly when installing the repair kit.

If the technician is working on a vehicle with this condition after performing the TSB, remove and inspect the P4 Planetary carrier/output shaft assembly and inspect to see if the 2, nylon sealing rings are missing. Please refer to (Figure 1).

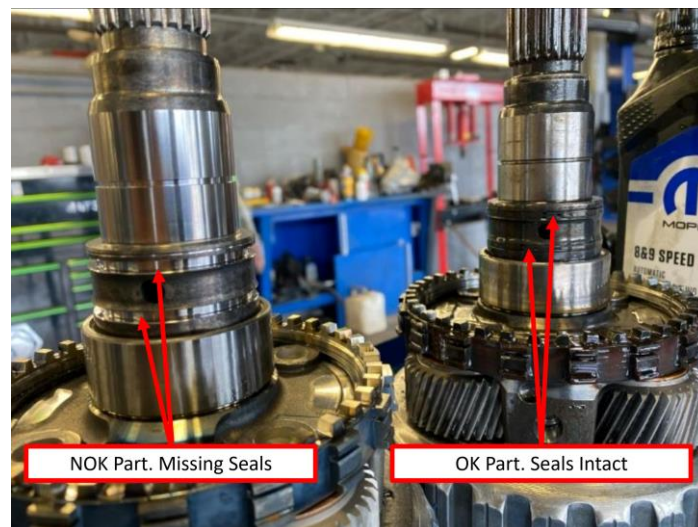


Figure 1

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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If the sealing rings are missing, another repair kit must be ordered. These seals are not available separately at this time. Additionally, some repair kits may currently be missing these seals. Mopar is currently working on addressing the concern and the issue is expected to be resolved shortly. It is not recommended to replace the transmission if you encounter this concern.

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