

Technical Service Bulletin (TSB)
Rear Selective Thrust Washer Failure

REFERENCE:	TSB: 21-012-25 REV. B GROUP: 21 - Transmission and Transfer Case	Date:	February 21, 2025	REVISION:	21-012-25 REV. A
VEHICLES AFFECTED:	2024 (D2) RAM 3500 Pickup 2024 (DJ) RAM 2500 Pickup This bulletin applies to vehicles built on or after June 14, 2024 (MDH 0614XX) and on or before September 04, 2024 (MDH 0904XX) equipped with the 6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETL) and a 6-Spd Automatic 68RFE Transmission (Sales Code DG7).			MARKET APPLICABILITY: <div><input type="checkbox"/> NA<input type="checkbox"/> MEA</div> <div><input checked="" type="checkbox"/> SA<input type="checkbox"/> IAP</div> <div><input type="checkbox"/> EE<input type="checkbox"/> CH</div>	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs): <ul style="list-style-type: none">• P0218-00 - Transmission High Temperature Operation Activated.• P0716-00 - Input Speed Sensor 1 Circuit Performance.• P0729-00 - Gear 6 Shift Incorrect Ratio.• P0731-00 - Gear 1 Shift Incorrect Ratio.• P0732-00 - Gear 2 Shift Incorrect Ratio.• P0733-00 - Gear 3 Shift Incorrect Ratio.• P0734-00 - Gear 4 Shift Incorrect Ratio.• P0735-00 - Gear 5 Shift Incorrect Ratio.• P0841-00 - Transmission Fluid Pressure Sensor/Switch 1 Circuit Performance.• P0868-00 - Transmission Fluid Pressure Low.• P0871-00 - Transmission Fluid Pressure Sensor/Switch "C" Circuit Range/Performance.• P0876-00 - Transmission Fluid Pressure Sensor/Switch "D" Circuit Range/Performance.• P0944-00 - Loss Of Hydraulic Pump Prime. Customers may also comment on one or more of the following: <ul style="list-style-type: none">• Hard shifting into gear.• Vehicle enters into limp home mode.				
CAUSE:	Rear selective thrust bearing cracking				

This bulletin supersedes Technical Service Bulletin (TSB) 21-012-25 REV. A, date of issue February 19, 2025, which should be removed from your files. All revisions are highlighted with **asterisks**** and include converting the TSB to an RSU, updated Repair Summary statement, LOPs and a additional Repair Procedure step.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-018, date of issue February 21, 2025. 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.

REPAIR SUMMARY:

****This bulletin involves checking for DTCs and possibly replacing the transmission.****

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**21-00-33-93	Transmission - Inspect (3 - Highly Skilled)	21 - Transmission	0.2 Hrs.
21-00-33-94	Transmission - Inspect and Replace (3 - Highly Skilled)	21 - Transmission	3.3 Hrs.**
Failure Code	ZZ	Service Action	

RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-00-19-67	4x4 Equipped (3 - Highly Skilled)	21 - Transmission	1.0 Hrs.
21-00-19-68	Skid Plate Equipped (3 - Highly Skilled)	21 - Transmission	0.1 Hrs.

SPARE PARTS:

Qty	Part No.	Description	Notes
1	K52109056AC	Automatic Transmission 68RFE	
6	K06508406AA	Torque Converter Bolts	
(AR)	K68218057LA	Fluid, Auto Transmission ATF+4, Quart, Standard MS 9602-F	Tranmissions come prefilled and only require a top off of fluid

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 repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	
Disconnect Tool	9546	Essential Tool

REPAIR PROCEDURE:

1. **Are any of the DTCs listed above present?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> This bulletin does not apply. Use inspect LOP (21-00-33-93) to close the active RSU.**
2. Replace the transmission. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 21 - Transmission and Transfer Case / Automatic - 68RFE / Removal and Installation.
3. Using wiTECH, perform a Quick Learn Procedure.
4. Clear DTCs.

POLICY:

Reimbursable within the provisions of the warranty.

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