

Technical Service Bulletin (TSB)

Transmission Rattle

REFERENCE:	TSB: 21-062-26 GROUP: 21 - Transmission and Transfer Case	Date:	September 25, 2026	REVISION:	—
VEHICLES AFFECTED:	2026 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or after April 01, 2026 (MDH 0401XX) and on or before July 10, 2026 (MDH 0710XX).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ EE☐ IAP ☒ SA☐ CH NOTE: This bulletin applies to the North America and South America markets.	
CUSTOMER SYMPTOM:	Customers may comment on the following: Rattle noise coming from the transmission.				
CAUSE:	Transmission oil heater mounting nuts are under torqued				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-178, date of issue September 25, 2026. 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 inspecting and possibly tightening the transmission oil heater mounting nuts to proper specification.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-25-21-94	Heater, Transmission - Inspect and Verify Fastener Torque Meets Specification (2 - Skilled)	21 - Transmission and Transfer Case	0.3 Hrs.
Failure Code	ZY	Service Action	

DIAGNOSIS:

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

REPAIR PROCEDURE:

1. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> This bulletin does not apply. Perform further diagnostics.
2. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
3. Torque the transmission oil heater mounting nuts to proper specification [Fig. 1](#). For torque specification refer to the Torque Specifications - Transmission Oil Cooler And Heater table available in DealerCONNECT/Service Library under: Service Info> 21 - Transmission and Transfer Case / Automatic - 8HP75 / Heater, Transmission / Removal and Installation.

NOTE: If nuts are found to be loose and there is evidence of transmission fluid leaking, follow standard warranty processes to repair and claim.

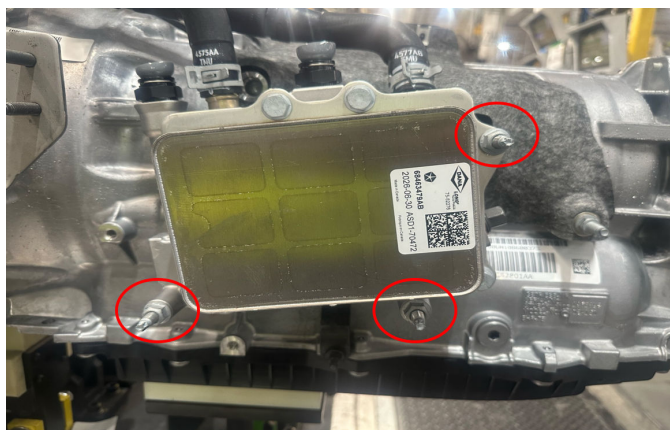


Fig. 1
Transmission Oil Cooler Mounting Nuts

4. Lower the vehicle.

NOTE: For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.

POLICY:

Reimbursable within the provisions of the warranty.

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