SERVICE BULLETIN

NUMBER: 21-027-16 REV. A

GROUP: Transmission and Transfer Case

DATE: September 01, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-027-16, DATED JULY 30, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDE REMOVAL OF DIAGNOSIS AND ADDITION OF NOTE REQUIRING REPLACEMENT IF ON RRT VIN LIST.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-077. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT.

SUBJECT:
Transmission Torque Converter Replacement Due To Dislodged Snap Ring

OVERVIEW:
This bulletin involves replacing the torque converter after verifying that an internal snap ring has dislodged.

MODELS:

2016	(D2)	Ram 3500 Pickup
2016	(DD)	Ram 3500 Cab Chassis
2016	(DP)	Ram 4500/5500 Cab Chassis

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA.

NOTE: This bulletin applies to vehicles built on or after March 29, 2016 (MDH 0329XX) and on or before April 11, 2016 (MDH 0411XX) equipped with a 6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETK) and 6-SPD Auto Aisin AS69RC HD Trans (Sales Code DF2).

SYMPTOM/CONDITION:
A small number of customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find the following Diagnostic Trouble Code (DTC) set in the Transmission Control Module (TCM) memory:

- P2757-00 - TCC Pressure Control Solenoid Control Circuit Performance.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, 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 RRT VIN list, perform the repair.

NOTE: **If the VIN is on the RRT VIN List no diagnosis is required, replace the torque converter per the Repair Procedure.**

PARTS REQUIRED:

Qty.	Part No.	Description
1	RL335702AA	Converter Kit, Torque
1 (A/R)	05189966AB Mopar® ASRC	Fluid, Automatic Transmission, Quart
1 (A/R)	05189977AB Mopar® ASRC	Fluid, Automatic Transmission, Gallon

REPAIR PROCEDURE:
1. Raise vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 04 Vehicle Quick Reference> Hoisting> Standard Procedure.
2. Replace the torque converter. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 21 - Transmission and Transfer Case> Automatic - AS69RC> Torque Converter> Removal/Installation.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-00-28-91	Remove Aisin Transmission and Replace Torque Converter (3 - Skilled)	2 - Automatic Transmission	3.4 Hrs.
21-00-28-6D	Skid plate equipped (3 - Skilled)	2 - Automatic Transmission	0.2 Hrs.
21-00-28-6E	Two Piece Propeller Shaft Equipped (3 - Skilled)	2 - Automatic Transmission	0.2 Hrs.
21-00-28-6F	4X4 Equipped (3 - Skilled)	2 - Automatic Transmission	1.2 Hrs.

FAILURE CODE:

ZZ	Service Action