



**NUMBER:** 21-001-11

**GROUP:** Transmission and Transfer Case

**DATE:** February 15, 2011

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**SUBJECT:**

Crankshaft to Transmission Torque Converter Drive Plate Fasteners Loose

**OVERVIEW:**

This bulletin involves removing the transmission and inspecting the crankshaft to transmission torque converter drive plate fasteners for tightness and replace the torque converter drive plate and fasteners if any are found to be loose.

**MODELS:**

2011	RT	Town & Country/Grand Caravan
2011	WK	Grand Cherokee

**NOTE: This bulletin applies only to suspect vehicles equipped with the 3.6L engine (Sales Code ERB) built before December 22, 2010 (MDH 1222XX).**

**SYMPTOM/CONDITION:**

Some vehicles may have been built with loose crankshaft to transmission torque converter drive plate fasteners. Loose crankshaft to transmission torque converter drive plate fasteners may lead to knocking/rattle noise coming from the transmission area.

**PARTS REQUIRED:**

Qty.	Part No.	Description
AR (1)	04752465AA	Spacer, Torque Converter Drive Plate
AR (8)	06503465	Fastener, Crankshaft to Torque Converter Drive Plate Attaching
AR (1)	04800696AA	Torque Converter Drive Plate (RT only)
AR (1)	04752463AB	Torque Converter Drive Plate (WK only)

**REPAIR PROCEDURE:**

1. Remove the transmission from the vehicle. Refer to TechCONNECT>21 - Transmission and Transfer Case>Automatic 62TE>Removal for specific removal information for RT vehicles and TechCONNECT>21 - Transmission and Transfer Case>Automatic NAG>Removal for specific removal information for WK vehicles.
2. Measure the torque on the crankshaft to transmission torque converter drive plate fasteners. If the fasteners are not torqued to 95 N·m (70 ft. lbs.), then proceed to the next step. If all crankshaft to transmission torque converter drive plate fasteners are properly torqued, proceed to [Step #7](#).
3. Remove the crankshaft to transmission torque converter drive plate fasteners, spacer plate, and torque converter drive plate.
4. Position the new torque converter drive plate (p/n 04800696AA for RT or 04752463AB for WK) onto the crankshaft.
5. Install the new spacer (p/n/ 04752465AA) and eight new fasteners (p/n 06503465). Tighten the fasteners hand tight only at this time.
6. Tighten the crankshaft to transmission torque converter drive plate retaining fasteners to 95 N·m (70 ft. lbs.) in a criss-cross pattern.
7. Install the transmission into the vehicle. Refer to TechCONNECT>21 - Transmission and Transfer Case>Automatic 62TE>Installation for specific installation information for RT vehicles and TechCONNECT>21 - Transmission and Transfer Case>Automatic NAG>Installation for specific Installation information for WK vehicles.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Amount
09-25-44-92	Plate, Torque Converter Drive Plate - Inspect Fasteners for Proper Torque (B) - WK - Grand Cherokee	4.7 Hrs
09-25-44-92	Plate, Torque Converter Drive Plate - Inspect Fasteners for Proper Torque (B) - RT - Town & Country/Grand Caravan	4.1 Hrs.
09-25-44-93	Plate, Torque Converter Drive Plate - Inspect and Replace (B) - WK - Grand Cherokee	4.9 Hrs
09-25-44-93	Plate, Torque Converter Drive Plate - Inspect and Replace (B) - RT - Town & Country/Grand Caravan	4.3 Hrs.
<b>Related Operation No:</b>		
09-25-44-62	Plate, Torque Converter Drive Plate - 4X4 Equipped - WK - Grand Cherokee	2.7 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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