Technical Bulletin #1901

Transmission: *68RFE, AS68RC, AS69RC*
Subject: *Transmission Overheating*
Application: *Ram 2500, 3500, 4500/5500 w/ 6.7L Cummins Turbo Diesel Built 10/24/12-2/27/17*
Issue Date: *April, 2019*

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Transmission Overheating

Complaints of high transmission operating temperatures and/or transmission overheating while idling for an extended period of time may be accompanied by high engine coolant temperatures. This is a condition that may be difficult to duplicate or overlooked in a diagnosis.

If the vehicle is suspect of these conditions, allow the vehicle to idle for 15 to 30 minutes. Use scanner data to check and compare the Engine Coolant temperature sensor and Transmission Fluid Temperature sensor readings every 5 minutes. Do not allow the temperatures to exceed 220°F during the test! If the temperature rises steadily, this indicates a cooling system issue. Check coolant level and mixture strength. Also, ensure engine cooling fans are operating correctly. Verify sensor temperatures with an infrared temperature gun.

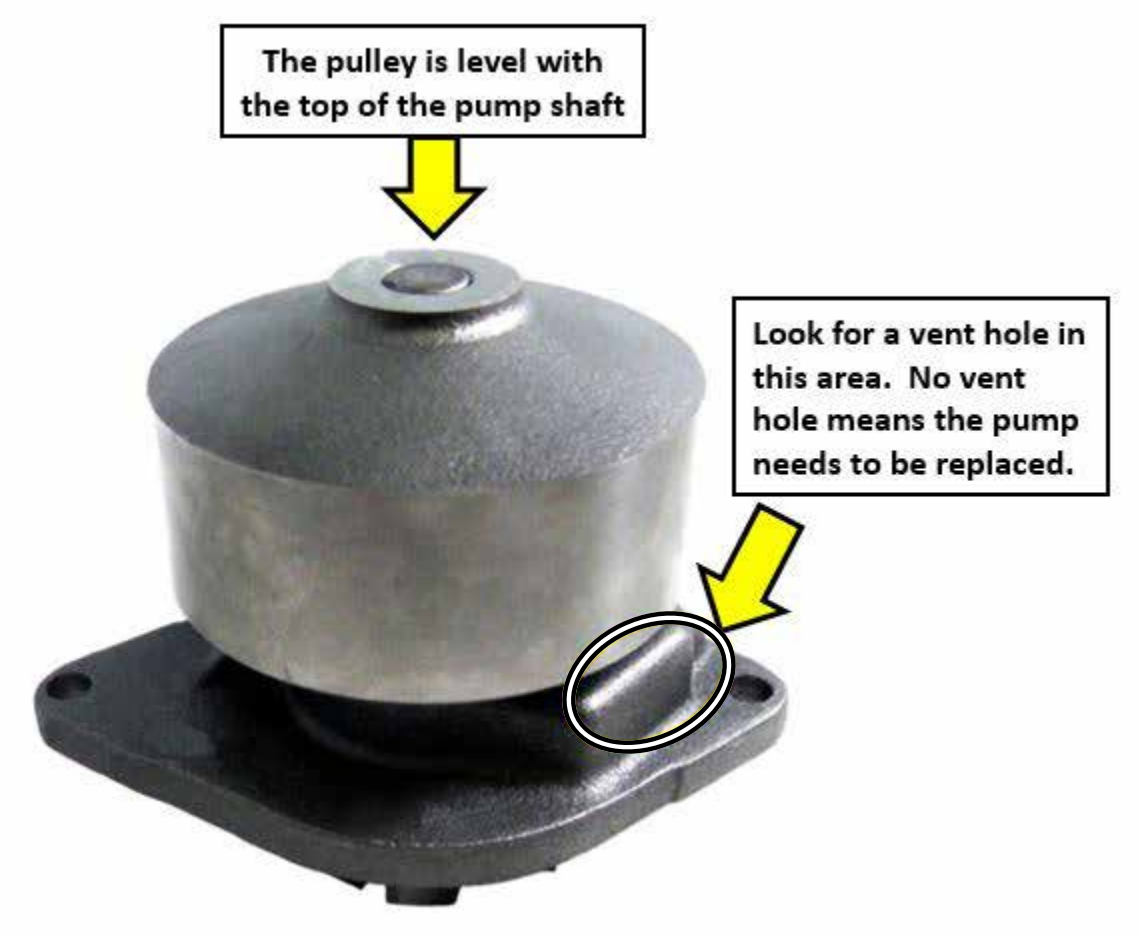
These RAM trucks may be equipped with a defective water pump which causes an overheat condition. FCA issued Safety Recall T51/NHTSA 17V-562 to inspect, identify and replace the affected water pumps, however, not all vehicles may have been serviced. Overheating of the engine can lead to an engine compartment fire.

The problem is a water pump produced by “Concentric”. The defective water pump will not have a vent hole as indicated in the figure. If the water pump is determined to be defective, contact a FCA dealer with the vehicle VIN to ensure eligibility for warranty repair.

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NOTE: The "Concentric" water pump will have a pulley installed level to the top of the pump shaft as shown. If there is a vent hole, the pump is okay. There are other pumps used that have a pulley installed with a portion of the pump shaft extruding. Those pumps are acceptable.

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