

October 2002

Dealer Service Instructions for:

## **Customer Satisfaction Notification No. B27 Transaxle Low/Reverse Accumulator Cover**

*Effective immediately, all repairs on involved vehicles are to be performed according to this notification. Rapid Response Transmittal #02-012 and Advance Service Information #02-007 are being cancelled for vehicles equipped with a four-cylinder engine. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this notification.*

### **Models**

- 2002 (JR) Dodge Stratus Sedan (Four Door), Chrysler Sebring Sedan (Four Door) and Sebring Convertible**
- 2002 (RS) Dodge Caravan, Chrysler Voyager**
- 2002 (PT) Chrysler PT Cruiser**
- 2002 (PL) Dodge Neon**

*NOTE: This notification applies only to the above vehicles equipped with a 2.0L or 2.4L four cylinder engine (sales code **ECB** or **EDZ**) and a 41TE transaxle (sales code **DGL**) with a transaxle build date code from 1342 (May 14, 2002) through 1502 (May 30, 2002).*

**IMPORTANT:** Some of the involved vehicles may be in dealer vehicle inventory. **Dealers should complete this repair on these vehicles before retail delivery.** Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the DIAL VIP System.

### **Subject**

The transaxle low/reverse accumulator cover O-ring on about 14,600 of the above vehicles may become dislodged. This could cause the transaxle to slip in low and/or reverse.

**Repair**

The transaxle low/reverse accumulator cover and O-ring must be replaced.

**Parts Information**

**A. Low/Reverse Accumulator Cover and O-Ring**

<u>Part Number</u>	<u>Description</u>
04431617	Low/Reverse Accumulator Cover
06501549	O-ring

**IMPORTANT: No parts will be distributed to involved dealers. Parts may be ordered as needed to support scheduled repairs.**

**B. Transaxle Oil Pan Sealant**

<u>Part Number</u>	<u>Description</u>
05010884AA	ATF - RTV Sealant

**C. Automatic Transmission Fluid**

<u>Part Number</u>	<u>Description</u>
05013457AA	Mopar ATF+4 (MS-9602) Automatic Transmission Fluid (Quart bottle)

## Service Procedure

1. Position the vehicle on an appropriate hoist, apply the park brake and place the transaxle shifter in the “Low” position.
2. Open the hood.
3. Disconnect the negative battery cable.
4. **For JR and PT models**, remove the air cleaner assembly.
5. **For PL models**, remove the air cleaner and throttle body as an assembly.
6. Remove the manual valve lever from the manual valve shaft (Figure 1).
7. **For JR, PL and RS models**, disconnect the transaxle range selector connector from the transaxle (Figure 1).
8. Raise the vehicle on an appropriate hoist.
9. **For PT models**, disconnect the transaxle range selector connector from the transaxle.
10. **For RS models**, temporarily relocate the wiring harness located at the front of the transaxle oil pan rail.
11. **For JR models**, remove the left side brake-cooling duct.
12. With a drain pan in position, remove the transaxle-to-oil pan bolts and carefully separate the pan from the transaxle case.
13. Remove and save the transaxle oil filter from the valve body.
14. Remove the valve body-to-transaxle case bolts.

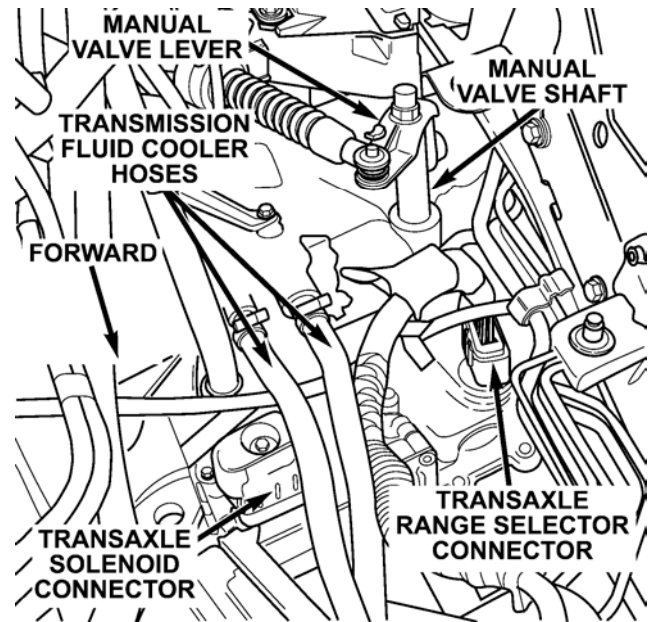
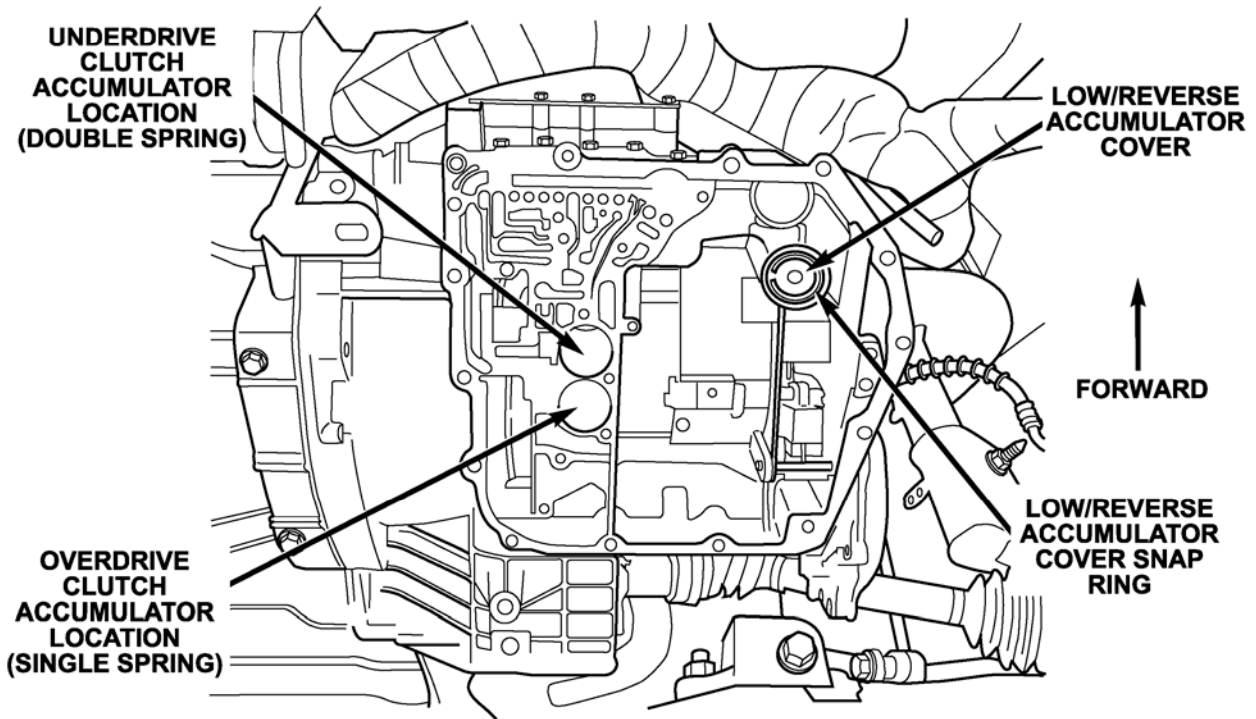


Figure 1 - JR Model Shown

**NOTE: The manual valve shaft on the valve body must be fully clockwise (“Low” position) to position the park rod for removal.**

**Service Procedure (Continued)**



**Figure 2 - Bottom View**

15. Using a screwdriver, push the park rod rollers away from the guide bracket and lower the valve body.

**CAUTION:** The underdrive and overdrive accumulators and springs will drop out of the transaxle case when lowering the valve body.

**NOTE:** The underdrive and overdrive accumulator springs are not interchangeable.

16. Remove the original low/reverse accumulator snap ring (Figure 2).

**NOTE:** The low/reverse accumulator cover, piston and springs may drop out when the accumulator cover snap ring is removed.

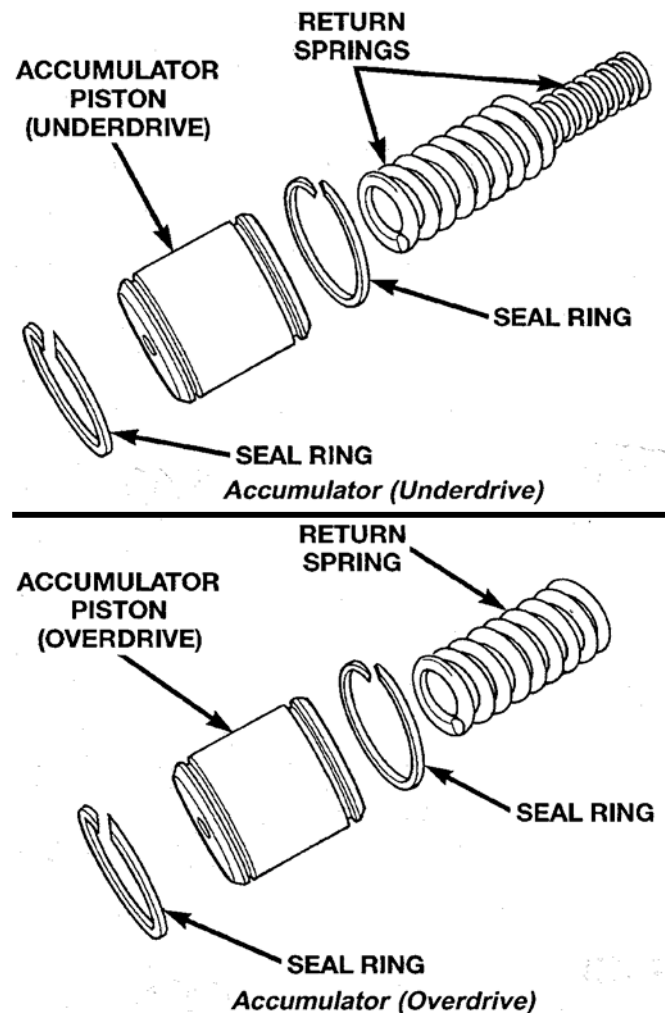
17. Remove and discard the original low/reverse accumulator cover and O-ring.
18. Install the new O-ring onto the new low/reverse accumulator cover.
19. With the low/reverse accumulator and springs in place, install the new low/reverse accumulator cover and O-ring into the transaxle case (Figure 2).
20. Install the low/reverse accumulator snap ring (Figure 2).

**Service Procedure (Continued)**

21. Clean the transaxle case-to-oil pan sealing surface.
22. While holding the overdrive and underdrive accumulators and springs in position, install the valve body to the transaxle case. Tighten the valve body attaching bolts to 105 in. lbs. (12 N·m).

**NOTE: The underdrive accumulator has a double return spring (Figure 3). The overdrive accumulator has a single return spring (Figure 3).**

23. Inspect the transaxle oil filter O-ring and replace if necessary.
24. Install the original transaxle oil filter.
25. Clean the transaxle oil pan sealing surfaces.
26. Apply a 1/8 inch bead of Mopar ATF-RTV (P/N 05010884AA) to the oil pan sealing surface and immediately install the pan on the transaxle.



**Figure 3 - All Models**

**CAUTION: Do not use other types of silicone RTV to seal the transaxle oil pan to the transaxle case. Leaks and/or transmission fluid contamination may result.**

27. Install the transaxle oil pan attaching bolts and tighten the bolts to 165 in. lbs. (19 N·m).
28. **For RS models**, place the wiring harness at the front of the oil pan rail back in its original location.
29. **For JR models**, install the left side brake-cooling duct.
30. **For PT models**, connect the transaxle range selector connector to the transaxle (Figure1).
31. Lower the vehicle.

**Service Procedure (Continued)**

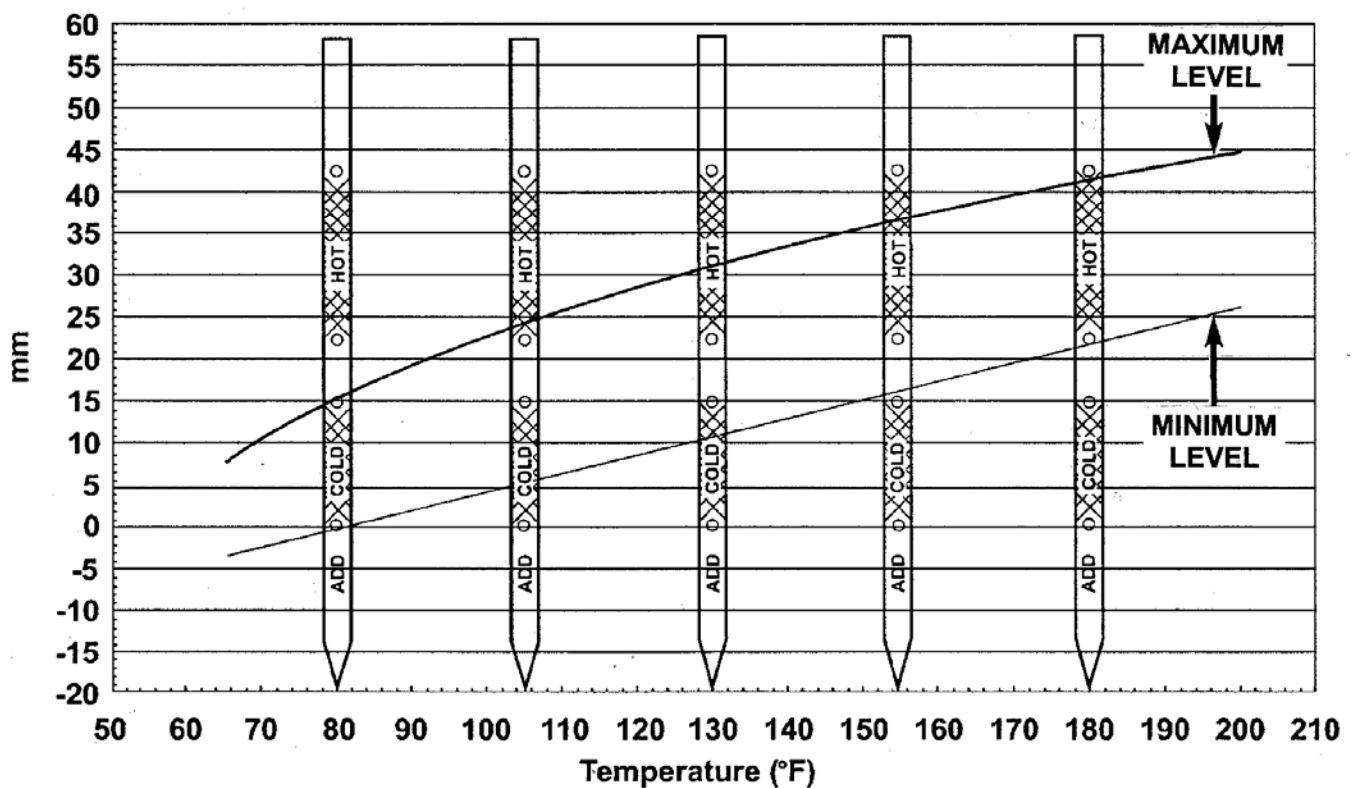


Figure 4

32. **For JR, PL and RS models**, connect the transaxle range selector connector to the transaxle (Figure 1).
33. Install the manual valve lever to the manual shaft.
34. Connect the negative battery cable.
35. **For JR and PT models**, install the air cleaner assembly.
36. **For PL models**, install the air cleaner/throttle body assembly.
37. Fill the transaxle with 4 quarts (3.8L) of Mopar ATF+4 transmission fluid.  
**CAUTION: Use only Mopar ATF+4 transmission fluid. Do not use Mopar ATF+3 (7176), Dexron III, Mercon, or Type "F" transmission fluid.**
38. Place the transaxle selector lever in the "P" Park position. With the vehicle on level ground, start the engine and allow the engine to run at idle speed for at least one minute. At normal operating temperature 180°F (82°C), the fluid level is correct if it is in the "HOT" region on the transaxle dipstick. The fluid level should be within the "COLD" region of the dipstick at 80°F (27°C) fluid temperature. Add additional ATF+4 transmission fluid as required and recheck level (Figure 4).

**Service Procedure (Continued)**

39. Perform the Transaxle Control Module (TCM) Quick Learn Procedure below:

**NOTE: To perform the Quick Learn Procedure, the following conditions must be met:**

- The brakes must be applied.
  - The engine speed must be above 500 rpm.
  - The throttle angle (TPS) must be less than 3 degrees.
  - The shift lever position must stay until prompted to shift to overdrive.
  - The shift lever position must stay in overdrive after the “Shift to Overdrive” prompt until the DRBIII<sup>®</sup> indicates the procedure is complete.
  - The calculated transmission fluid temperature must be between 60° F (15° C) and 200° F (93° C).
- a. Connect the DRBIII scan tool to the diagnostic connector. The connector is located under the instrument panel, near the steering column.
  - b. From the DRBIII main menu choose “**DRB Standalone**” and press enter.
  - c. Select “**2002 Model Year**” and press enter.
  - d. Select “**ALL**” and press enter.
  - e. In the “Select Systems” screen choose “**Transmission**” and press enter.
  - f. In the “Transmission Menu” screen choose “**Transmission Module**” and press enter.
  - g. In the “Select Functions” screen choose “**Miscellaneous**” and press enter.
  - h. In the “Select Miscellaneous Functions” screen choose “**Quick Learn**” and press enter.
  - i. Follow the instructions on the DRBIII screen to perform the Quick Learn Procedure.
  - j. Disconnect the DRBIII.

40. Ensure that there are no transmission fluid leaks and then close the hood.

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DIAL System. Claims submitted will be used by DaimlerChrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace transaxle accumulator cover and O-ring (JR Model)	21-B2-71-82	1.4 hours
Replace transaxle accumulator cover and O-ring (RS, PT or PL Models)	21-B2-71-83	1.3 hours

Add the cost of the parts plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

**Parts Return**

Not required.

**Dealer Notification and Vehicle List**

All dealers will receive a copy of this Customer Satisfaction Notification letter by mail. Two additional copies will be sent through the DCMMS, and the MDS2 will be updated to include this notification in the near future. **Each dealer to whom involved vehicles were invoiced will receive a list of their involved vehicles.** The vehicle list is arranged in Vehicle Identification Number (VIN) sequence. Owners known to DaimlerChrysler are also listed. The lists are for dealer reference in arranging for service of involved vehicles.



**DIAL System Functions 53 and VIP**

All involved vehicles have been entered to DIAL System Functions 53 and VIP for dealer inquiry as needed.

Function 53 provides involved dealers with an updated VIN list of their incomplete vehicles. The customer name, address and phone number are listed if known. Completed vehicles are removed from Function 53 within several days of repair claim submission. To use this system, type “53” at the “ENTER FUNCTION” prompt, then type “ORDB27”.

**Owner Notification and Service Scheduling**

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification Form. The involved vehicle and notification are identified on the form for owner or dealer reference as needed.

**Vehicle Not Available**

If a vehicle is not available for service, let us know by filling out the pre-addressed Owner Notification Form or describe the reason on a postcard and mail to:

DaimlerChrysler Corporation  
CIMS 482-00-85  
800 Chrysler Drive East  
Auburn Hills, Michigan 48326-2757

**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Zone Service Office.

Customer Services Field Operations  
DaimlerChrysler Corporation

# DAIMLERCHRYSLER

## **CUSTOMER SATISFACTION NOTIFICATION TO REPLACE YOUR VEHICLE'S TRANSAXLE ACCUMULATOR COVER**

Dear DaimlerChrysler Vehicle Owner:

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some **2002 model year Dodge Neon, Stratus, and Caravan or Chrysler PT Cruiser, Sebring Sedan, Sebring Convertible and Voyager** vehicles equipped with a four cylinder engine and an automatic transaxle to contact their dealer to have the following service performed.

***The problem is...***      **The low/reverse accumulator cover O-ring in your vehicle's transaxle may become dislodged. This could cause the transaxle to slip in low and/or reverse gears.**

***What DaimlerChrysler and your dealer will do...***      **DaimlerChrysler will repair your vehicle (identified on the enclosed form) free of charge (parts and labor).** To do this, your dealer will replace the low/reverse accumulator cover and O-ring in your vehicle's transaxle. The work will take about 1½ hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

***What you must do...***

- Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
- **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer.

***If you need help...***      If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

We are sorry for any inconvenience, but we believe that this transmission repair will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

***Buckle***

***1111***

Customer Services Field Operations  
DaimlerChrysler Corporation

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