

ANSWER KEY TO CHALLENGE SHEET

POWERTRAIN MOUNTS CHALLENGE

Customer's Concern: I notice a bang and a shudder when the transmission is shifted into reverse or drive. The shudder also occurs when turning corners.

Customer Vehicle: Chrysler Town and Country.

Possible Causes of This Challenge:

1. Worn rubber insulators on powertrain mounts.
2. Bolts that attach mounts to body or transaxle are loose.
3. Cracked powertrain mounts.
4. Misaligned powertrain mounts.

Safety First Practices to Follow:

1. Wear safety glasses at all times.
2. Follow lift operating instructions.
3. Be sure to support powertrain using a jack when removing mounts.
4. Follow all safety rules when using hand tools.

Tools and Equipment Required:

1. Hand tools.
2. Transmission jack.
3. Vehicle service information.
4. Tape measure.