

Technical Service Bulletin (TSB) Drivetrain Control Module (DTCM)

REFERENCE:	TSB: 08-396-25 GROUP: 08 - Electrical	Date:	December 10, 2025	REVISION:	—
VEHICLES AFFECTED:	2018 - 2025 (WD) Dodge Durango 2018 - 2021 (WK) Jeep Grand Cherokee This bulletin applies to models equipped with any one of these engines: 5.7L V8 HEMI MDS VVT Engine (Sales Code EZH). 6.2L Supercharged HEMI V8 SRT Engine (Sales Code ESD). 6.2L V8 Supercharged HO Engine (Sales Code ERC). 6.4L V8 SRT HEMI MDS Engine (Sales Code ESG).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North American market.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): - C1403 - 92 Transfer Case Range Position Sensor - Performance Or Incorrect Operation. - U0403 - 00 Implausible Data Received From Transfer Case. Customers may experience the following: - Service 4WD Light On in Instrument Panel Control (IPC).				
CAUSE:	Sulfur Contamination/instrusion in the DTCM				

REPAIR SUMMARY:

This bulletin involves replacing the DTCM.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-19-07-93	Module, Drivetrain Control - Replace (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
Failure code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1	68423302AA	Module, Drivetrain Control	Transfer Case Control
1	68499620AB	Module, Drivetrain Control	Transfer Case Control

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, 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 the customer describes the symptom/condition listed above perform the repair procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

REPAIR PROCEDURE:

1. Replace the DTCM. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 08 - Electrical / 8E - Electronic Control Modules / Module, Drivetrain Control (DTCM) / Removal/Installation.
2. Perform the DTCM Verification Test. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 28 - DTC-Based Diagnostics / Module, Drivetrain Control (DTCM) / Standard Procedure: DTCM Verification Test.
3. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

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