

Technical Service Bulletin (TSB)

Service 4WD Light Illuminated

REFERENCE:	TSB: 03-007-25 GROUP: 03 - Differential And Driveline	Date:	September 3, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (WL) Jeep Grand Cherokee/Grand Cherokee L This bulletin applies to vehicles built on or after December 13, 2024 (MDH 1213XX) and on or before February 11, 2025 (MDH 0211XX) equipped with Conv Diff Frt Axle W/Disconnect (Sales code DSM) and 3.6L V6 24V VVT Engine Upg I w/ESS (Sales Code ERC).			MARKET APPLICABILITY: ☒ NA☒ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to North America and Middle East & Africa markets.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): - C1463-94 - Front Axle Disconnect Control-Unexpected Operation. Customers may experience one or more of the following: - Service 4WD light is illuminated on the Instrument Panel Cluster (IPC). - Unable to shift from two-wheel drive to four-wheel drive or four-wheel to two-wheel drive, it will stay in the current state.				
CAUSE:	Internal front axle disconnect issue				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-184, date of issue September 03, 2025. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

REPAIR SUMMARY:

This bulletin involves inspecting the serial number on the Front Axle Disconnect (FAD) housing to determine a build date and, if required, replacing the FAD assembly.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-46-34-92	Disconnect, Front Axle - Inspection (2 - Skilled)	3 - Differential and Driveline	0.5 Hrs.
08-46-34-93	Disconnect, Front Axle - Inspection and Replace (2 - Skilled)	3 - Differential and Driveline	1.1 Hrs.
Failure Code	ZY	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68662986AA	Shaft, Output	
1 (AR)	06509298AA	Nut, Hex Flange Lock, M22x1.50	Halfshaft to Hub and Bearing Assembly
1 (AR)	06511398AA	Nut And Washer, Hex Lock, M14x1.50	Outer Tie Rod to Knuckle
1 (AR)	06510027AA	Bolt, Hex Flange Head, M10x1.25x76.50	UCA To Knuckle If the spindle does not contain a press nut.
1 (AR)	06511384AA	Nut And Washer, Hex, M10 X 1.25	UCA To Knuckle Pinch Bolt
1 (AR)	06512994AA	Screw And Washer, Hex Head	UCA To Knuckle If press not is used.

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 a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

REPAIR PROCEDURE:

1. Remove the front belly pan. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 13 - Frame and Bumpers / Under Body Protection / Belly Pan / Removal.

2. Locate the stamped serial number on the FAD housing [Fig. 1](#).

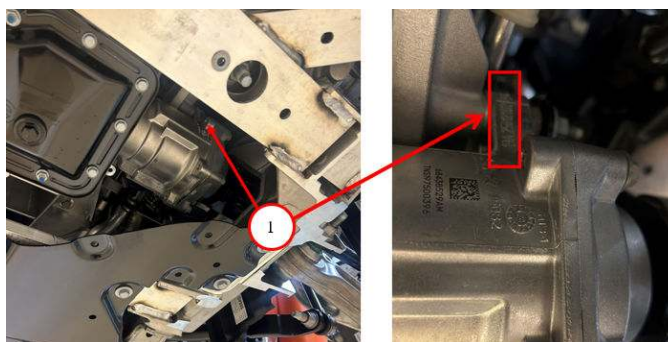


Fig. 1
FAD housing

1 - Serial number location

3. Are characters 6-9 of the serial number 0807 or 0806 [Fig. 2](#)?
 - YES>>> Proceed to [Step 4](#).
 - NO>>> This bulletin has been completed. Use Inspection LOP (08-46-34-92) to close the active RSU and proceed to [Step 5](#).



Fig. 2
Serial Number

4. Replace the FAD assembly. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 03 - Differential and Driveline / Actuator/Motor / Removal and Installation.
5. Install the front belly pan. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 13 - Frame and Bumpers / Under Body Protection / Belly Pan / Installation.
6. Clear DTCs.

POLICY:

Reimbursable within the provisions of the warranty.

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