

Technical Service Bulletin (TSB) Service Transmission Message

REFERENCE:	TSB: 21-053-26 GROUP: 21 - Transmission and Transfer Case	Date:	July 3, 2026	REVISION:	—
VEHICLES AFFECTED:	2026 (LB) Dodge Charger 2026 (WL) Jeep Grand Cherokee / Grand Cherokee L 2026 (WS) Wagoneer / Grand Wagoneer This bulletin applies vehicles built on or after January 23, 2026 (MDG 0123XX) and on or before May 09, 2026 (MDH 0509XX) equipped with a 8-SPD Auto 880RE Trans (Sales Code DC1).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to North America markets.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): - P2797-00 - Auxiliary Transmission Fluid Pump Performance. Customers may also comment on the following: - Engine Stop-Start (ESS) does not operate. "Service Transmission" message displayed in the Instrument Panel Cluster (IPC).				
CAUSE:	Transmission oil pump motor failure				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-121, date of issue July 03, 2026. 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 and possibly replacing the transmission oil pump motor.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-95-01-92	Motor, Transmission Oil Pump - Inspect (3 - Highly Skilled)	2 - Automatic Transmission	0.2 Hrs.
21-95-01-93	Motor, Transmission Oil Pump - Inspect and Test Procedure (3 - Highly Skilled)	2 - Automatic Transmission	0.7 Hrs.
Failure Code	ZY	Service Action	

RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-95-01-5S	Motor, Transmission Oil pump - Replace- LB (3 - Highly Skilled)	2 - Automatic Transmission	1.7 Hrs.
21-95-01-5T	Motor, Transmission Oil pump - Replace - WL (3 - Highly Skilled)	2 - Automatic Transmission	1.5 Hrs.
21-95-01-5U	Motor, Transmission Oil pump - Replace- WS (3 - Highly Skilled)	2 - Automatic Transmission	1.6 Hrs.

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68788844AA	Electric Motor	
1 (AR)	68730092AA	Screw, 6 Lobe, M6X1.00X59.00	Valve Body Bolt Kit
3 (AR)	68755274AA	Bolt and Washer	Bolt Kit (LB Model Only)
3 (AR)	68649162AA	Clamp	Clamp (WS Model Only)
8 (AR)	68731262AA	Fluid, Automatic Transmission, Quart	

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. Using wiTECH, inspect the **Transmission Control Module (TCM)** for DTC:
 - P2797-00 – Auxiliary Transmission Fluid Pump Performance.
2. Is DTC P2797-00 present in the TCM?
 - YES>>> Proceed to [Step 18](#).
 - NO>>> Use Inspection LOP (21-95-01-92) and proceed to [Step 3](#).
3. Park the vehicle on a level, open surface with no vehicles or pedestrians in front of it.
4. Apply the brake pedal with your left foot and keep it applied for the entire duration of the test.
5. Start the vehicle.
6. Disengage the parking brake.
7. Shift the transmission into Drive.
8. Gradually apply the throttle until engine speed reaches **1800 RPM**. Maintain a steady throttle at this speed.
9. While maintaining throttle, navigate to the "Transmission Temperature" data screen on the IPC.
10. Continue holding 1800 RPM until transmission temperature reaches **115°C (240°F)**. Release the throttle.
11. When transmission temperature decreases to **105°C (221°F)**, reapply the throttle and stabilize at **1800 RPM**.
12. Repeat [Step 10](#) and [Step 11](#) until one of the following conditions is met:
 - The **"Service Transmission"** message is displayed on the IPC, or
 - **30 minutes** have elapsed.
13. Release the throttle and allow the engine to return to idle.
14. Shift the transmission into Park.
15. Connect the wiTECH to the vehicle.
16. Using wiTECH, inspect the **Transmission Control Module (TCM)** for DTC:
 - P2797-00 – Auxiliary Transmission Fluid Pump Performance.
17. Is DTC P2797-00 present in the TCM?
 - YES>>> Proceed to [Step 18](#).
 - NO>>> This bulletin has been completed. Use Inspection LOP (21-95-01-93) to close the active RSU.
18. Replace the transmission oil pump. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 21 - Transmission and Transfer Case / Automatic - 8HP80/880RE / Pump, Electric Transmission Oil / Removal and Installation.
19. Clear DTCs.

POLICY:

Reimbursable within the provisions of the warranty.

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