

Technical Service Bulletin (TSB)

Unable to Complete 01C Recall Drive Cycle C14A7-97 Active

REFERENCE:	TSB: 03-001-26 GROUP: 03 - Differential And Driveline	Date:	July 9, 2026	REVISION:	—
VEHICLES AFFECTED:	2017 - 2019 (KL) Jeep Cherokee This bulletin applies to vehicles equipped with the 3.2L V6 24V VVT Engine w/ESS (Sales Code EHK) and Jeep Active Drive II (Sales Code DK4).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Technicians may experience the following: After performing Recall 01C, the vehicle may get a 'Service AWD' message on the EVIC.				
CAUSE:	After performing 01C Recall, DTC C14A7-97 is set due to mismatch PTU/DTCM software version. Service Library does not have a diagnosis repair path for this DTC as it relates to the Recall.				

DISCUSSION:

This Information Only bulletin provides guidance for when the 01C recall drive cycle cannot be completed due to an active C14A7-97 fault. **DO NOT repeat the recall procedure.** Verify no other active faults are present, document the condition, and create a STAR case with all diagnostic information. Inform the customer that engineering is investigating a software-related issue associated with recall completion. Additional service actions may be released in the future.

POLICY:

Information Only.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.