



NUMBER: 21-017-21 REV. A

GROUP: 21 - Transmission and Transfer Case

DATE: May 20, 2021

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This bulletin supersedes Technical Service Bulletin (TSB) 21-017-21, date of issue May 12, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an updated parts table.**

SUBJECT:

Power Transfer Unit (PTU) Broken Input Spline - X89 Warranty Extension

OVERVIEW:

This bulletin involves replacing the PTU assembly with an updated part.

MODELS:

2014 - 2017 (KL) Jeep Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

NOTE: This bulletin applies to vehicles built on or after April 14, 2014 (MDH 0414XX) and on or before October 10, 2016 (MDH 1010XX) equipped with any 9-SPD 948TE/9HP48 - FWD/AWD/4WD Auto Transmission (Sales Codes DFH, DFJ, DF5 or DF6) and with Jeep Active Drive II (Sales Code DK4).

SYMPTOM/CONDITION:

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that one or more of the following Diagnostic Trouble Codes (DTCs) have been set:

- P1720-00 - Output Speed Sensor-Wheel Speed Rationality.
- P215C-00 - Output Shaft Speed Wheel Speed Correlation.

The customer may also describe one or more of the following:

- Grinding noise coming from under the vehicle while driving.
- Vehicle will not move.

DIAGNOSIS:

If the customer describes the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	CXAHX891AA	Power Transfer Unit Case and Nuts

REPAIR PROCEDURE:

NOTE: The new PTU assembly comes with the actuator and is already filled with fluid.

1. Replace the PTU assembly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 21 - Transmission and Transfer Case / Power Transfer Unit / Removal and Installation.
2. Clear all DTCs that may have been set.
3. Test drive vehicle to verify repair and no grinding noise is present.

POLICY:

Vehicles included in this Service Bulletin have a warranty extension to an 8 years/150K miles from in-service date warranty period for this repair. See Warranty Bulletins: U.S. D-21-07, Canada SAB 2021-09, International ID-21-11 and Mexico BG-07-21, for details associated with the warranty extension.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-41-00-92	Power Transfer Unit Assembly - Replace (2 - Skilled) NOTE: Includes setting front toe and centering steering wheel where applicable.	2 - Automatic Transmission	2.7 Hrs.
21-41-00-93	Power Transfer Unit Assembly - Replace (2.4L Engine Only) (2 - Skilled) NOTE: Includes setting front toe and centering steering wheel where applicable.	2 - Automatic Transmission	4.0 Hrs.

RELATED LOP:

Labor Operation No:	Description	Skill Category	Amount
21-41-00-60	Skid Plate Equipped (2 - Skilled)	2 - Automatic Transmission	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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