

GPOP - Issue Review System

Part Number: 6MD111X9A\$, 6MD101X9A\$, 6MD102X9A\$, 6MD101A9A\$, 6MD295X9A\$

Part Description: Shifter - Automatic Transmission

Issue Description: If a 2015 - 18MY KL ONLY is brought in with a "Service Shifter" message on the cluster and/or the following DTCs are present indicating loss of communication with the shifter: U0103, U0103-87.

Prior to beginning any repair, please call John Zbranchik at 248-576-0756 or Pablo Flores at 248-576-3972. If no reply contact Dil Weerasinha at 248-944-5967 or Jay Nagle 248-576-5657.

If you are unable to contact any of the above, and all the DTCs related to loss of comm are STORED, first perform a vehicle scan with a wiTECH tool or similar and email the log to john.zbranchik@fcagroup.com and pablo.flores1@fcagroup.com. Ensure all stored DTCs in the vehicle are recorded in the log. Use the tool to clear all codes and ensure the "Service Shifter" message does not return. If this is the first occurrence of this issue on this vehicle, do NOT replace the shifter at this time.

If any DTCs related to loss of comm with the shifter are ACTIVE, a full bus log is highly desired. Please contact a regional tech representative to acquire this log. After the log is acquired, or if this is not feasible, check for loose/bent pins, spread terminals on both the male pin cavity in the shifter and the female connector from the body harness take out and all grounds. If no issues are found, replace the shifter and return it to the Quality Engineering Center (QEC).

~
Contact us at CAGRIS@Chrysler.com for feedback related ONLY to this GPOP Tech Tip. Please include the Part Number(s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.
~
