

Technical Service Bulletin (TSB)
Two Speed Power Transfer Unit
(PTU) Failure Warranty Extension XX1

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|--|---|---|---------------|------------------|---|--|---|--|---|--|-----------------------------|
| REFERENCE: | TSB: 21-027-26 GROUP: 21 - Transmission and Transfer Case | Date: | April 8, 2026 | REVISION: | — | | | | | | |
| VEHICLES AFFECTED: | <p>2017 - 2019 (KL) Jeep Cherokee This bulletin applies to vehicles equipped with Jeep Active Drive II (Sales Code DK4) and one of the following engines:</p> <ul style="list-style-type: none"> • 2.0L I4 DOHC DI Turbo Engines W/ESS (Sales Codes EC1 and EBS). • 2.4L I4 Multiair Engines with or without ESS (Sales Codes EDD, ED6, EDE and ED8). • 3.2L V6 24V VVT Engine W/ESS (Sales Code EHK). | <p>MARKET APPLICABILITY:</p> <table> <tr> <td><input checked="" type="checkbox"/> NA</td> <td><input checked="" type="checkbox"/> MEA</td> </tr> <tr> <td><input checked="" type="checkbox"/> SA</td> <td><input checked="" type="checkbox"/> IAP</td> </tr> <tr> <td><input checked="" type="checkbox"/> EE</td> <td><input type="checkbox"/> CH</td> </tr> </table> <p>NOTE: This bulletin applies to the North America, Enlarged Europe, India & Asia Pacific, Middle East & Africa and South America markets.</p> | | | | <input checked="" type="checkbox"/> NA | <input checked="" type="checkbox"/> MEA | <input checked="" type="checkbox"/> SA | <input checked="" type="checkbox"/> IAP | <input checked="" type="checkbox"/> EE | <input type="checkbox"/> CH |
| <input checked="" type="checkbox"/> NA | <input checked="" type="checkbox"/> MEA | | | | | | | | | | |
| <input checked="" type="checkbox"/> SA | <input checked="" type="checkbox"/> IAP | | | | | | | | | | |
| <input checked="" type="checkbox"/> EE | <input type="checkbox"/> CH | | | | | | | | | | |
| CUSTOMER SYMPTOM: | <p>Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC):</p> <ul style="list-style-type: none"> • C1494-07 - PTU Fork Position-Mechanical Failures. <p>Customers may also comment on one or more of the following:</p> <ul style="list-style-type: none"> • "Service 4WD" message in the Instrument Panel Cluster (IPC). • Noise or vibration. • Change in drive quality. | | | | | | | | | | |
| CAUSE: | Input shaft snap ring | | | | | | | | | | |

REPAIR SUMMARY:

This bulletin involves replacing the PTU.

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|---|----------------|------------|
| 21-41-00-96 | Power Transfer Unit - Replace - 2.0L Engines (2 - Skilled) | 3 - Driveline | 1.5 Hrs. |
| 21-41-00-97 | Power Transfer Unit - Replace - 2.4L Engines (2 - Skilled) | 3 - Driveline | 3.8 Hrs. |
| 21-41-00-98 | Power Transfer Unit - Replace - 3.2L Engine (2 - Skilled) | 3 - Driveline | 2.0 Hrs. |
| Failure Code | ZZ | Service Action | |

RELATED LOP:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|--------------------------------------|----------------|------------|
| 21-41-00-60 | Skid Plate Equipped (2 - Skilled) | 3 - Driveline | 0.3 Hrs. |

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 the customer describes 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 | – | – |

SPARE PARTS:

| Qty | Part No. | Description | Notes |
|--------|------------|--------------------------|-----------------|
| 1 (AR) | CSJK01C1AA | Power Transfer Unit Case | 2019 MY |
| 1 (AR) | CSJK01C2AA | Power Transfer Unit Case | 2017 - 2018 MYs |
| 1 (AR) | CSJK01C3AA | Hardware Kit | 2.0L |
| 1 (AR) | CSJK01C4AA | Hardware Kit | 3.2L |
| 1 (AR) | CSJK01C5AA | Hardware Kit | 2.4L |

NOTE: PTUs arrive prefilled with fluid.

REPAIR PROCEDURE:

1. Replace the PTU. 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.

NOTE: For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.

POLICY:

Vehicles included in this Technical Service Bulletin have a Warranty Extension after performing Recall 01C of unlimited years and unlimited miles. See Warranty Bulletins: U.S. D-26-10, Puerto Rico/U.S. Virgin Islands ID-26-19, Canada SAB 2026-09, Middle East & Africa ID-26-22, South America ID-26-23, Enlarged Europe ID-26-21 and APAC ID-26-20 for details associated with the Warranty Extension.

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