

**NUMBER:** 21-002-12**GROUP:** Transmission and Transfer Case**DATE:** January 12, 2012

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 Chrysler Group LLC.

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-004-11, DATED MAY 14, 2011, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.

SUBJECT:

Manual Transmission Pops Out Of 2nd, 4th, And 6th Gear Positions

OVERVIEW:

This bulletin involves installing a new shifter detent spring and transmission outer shift lever boot and on some models, the inner shift lever boot will be replaced as well.

MODELS:

2011 - 2012 JK Wrangler

NOTE: This bulletin applies to vehicles equipped with manual transmissions (Sales Code DEH).

SYMPTOM/CONDITION:

The outer shift lever boot may vary in thickness causing the gear shift lever to inadvertently pop-out-of-gear for 2nd, 4th, 6th gears. It can also occur in reverse at times as well. This condition is more prevalent during periods of cold weather when the upper shift boot can become less pliable (depending on thickness) and reacts against the shift lever possibly causing a pop-out-of-gear condition. This condition usually corrects itself once the cabin temperature normalizes and the boot pliability increases. In addition, vehicles built between July 25, 2011 (MDH 0725XX) and July 28, 2011 (MDH 0728XX) may have been built with an inner shift lever boot that can negatively affect this condition.

DIAGNOSIS:

1. Verify that the outer shift lever boot has not been trapped under the shift knob or pushed too far down the shift lever. The boot should be allowed to slide freely on the shift lever. In the neutral position, there should be an approximately 50mm (2 inches) of clearance between the shift knob and the upper boot end. If the boot is trapped, remove the knob to release the boot. If the boot is too far down the shift lever, pull the boot up so that there is approximately 50mm (2 inches) of clearance between the shift knob and the upper boot end.
2. Slide the shift lever back towards the seat and pull the shift knob (Fig. 1) in an upward motion with a "quick" snap to remove the shift knob.

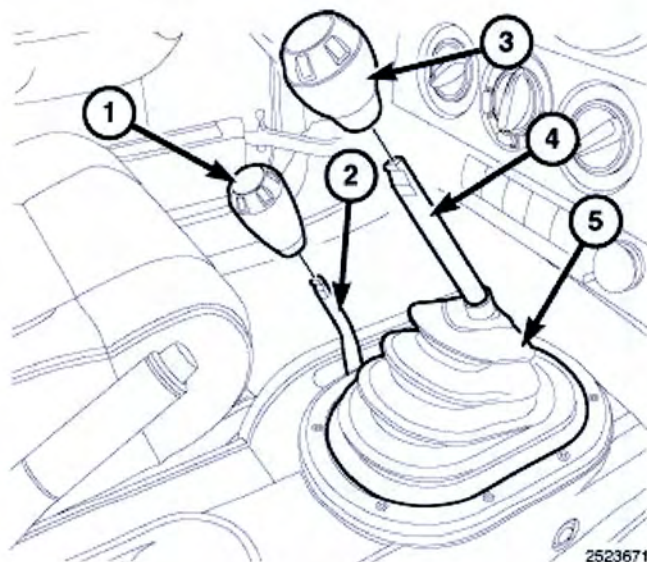


Fig. 1 Shift Lever

- 1 - Transfer Case Shift Knob
- 2 - Transfer Case Shift Lever
- 3 - Transmission Shift Knob
- 4 - Transmission Shift Lever
- 5 - Transmission Outer Shift Boot

-
3. If removal of the shift knob by hand is not possible, wrap a shop towel or equivalent around the base of the shift knob and using puller C-4333A-1 or equivalent and slide hammer, remove the shift knob from the shift lever (Fig. 2).

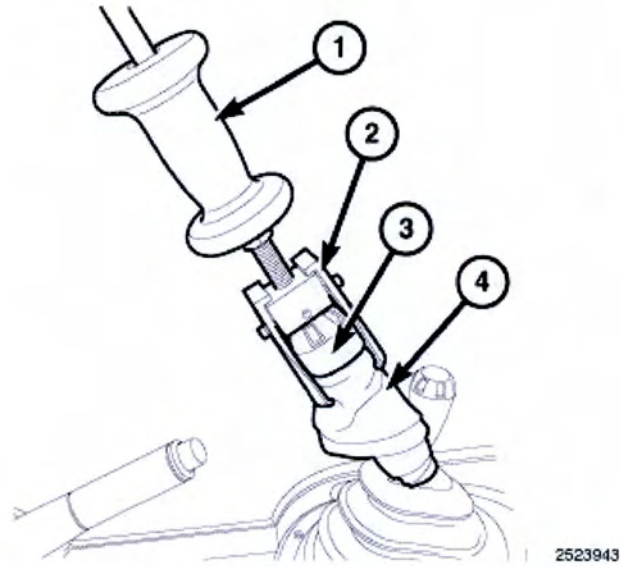


Fig. 2 Shift Knob Removal

- 1 - Slide Hammer
- 2 - Special Tool C-4333A-1
- 3 - Shift Knob
- 4 - Shop Towel

-
- 4. Using a trim stick C-4755 or equivalent, separate the outer shifter boot from the console bezel and remove the boot (Fig. 3).

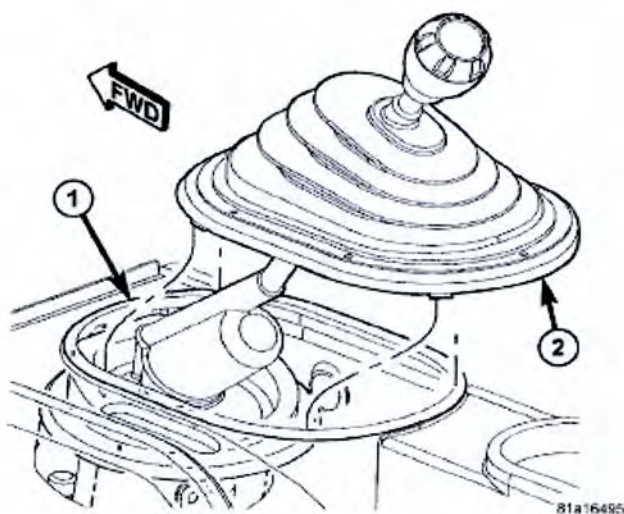


Fig. 3 Outer Shift Boot

- 1 - Center Counsel
- 2 - Outer Shift Boot

5. Verify that the inner shift boot is secured properly to the shifter sled, the center console cross rib structure does not contact the inner shift boot in any gear position, and electrical connectors and wiring harness in the area of the inner shift boot do not impede shift lever movement or get trapped between the inner boot and shift lever during shift lever actuation.
6. Perform the following Repair Procedure if both the inner shift boot and outer shift boot shows no signs of causing interference with the shifter.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68164693AA	Kit, Gear Shifter
AR (1)	52060485AI	Knob, Shift - With Sales Code CV1
AR (1)	05165732AB	Knob, Shift - With Sales Code CZZ
AR (1)	68085312AB	Knob, Shift - With Sales Code CVC
AR (1)	52060165AE	Boot, Inner Gearshift (For Vehicles Built Between July 25, 2011 and July 28, 2011)
2	68046310AA	Tie Strap, 14.5 inch
AR (1)	82300234	Sealant, RTV
AR (1)	NPN	Electrical Tape

REPAIR PROCEDURE:

1. Install Gear Shifter Kit (p/n 68164693AA) onto the vehicle and transmission. It is also recommended that the shift knob be replaced when performing this repair to ensure that the retention of the knob is maintained since the knob must be removed to perform this repair procedure. Refer to the Instruction Sheet in the kit for detailed installation instructions.
2. If the vehicle was built between July 25, 2011 (MDH 0725XX) and July 28, 2011 (MDH 0728XX), a new inner gear shift boot (p/n 52060165AE) is required to be installed as well.

NOTE: To ensure that the shift knob is properly retained, a new shift knob must be used upon reassembly.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
21-75-20-91	Boot, Gearshift Lever - Replace (Skill Level = C, Training Level = 2)	0.5 hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------