



NUMBER: 21-007-14

GROUP: Transmission and Transfer Case

DATE: February 19, 2014

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SUBJECT:

Difficult Shifting Into 1st And 2nd Gear

OVERVIEW:

This bulletin involves inspecting and adjusting the manual transmission shift cable

MODELS:

2014 (KL) Jeep Cherokee (International Only)

NOTE: This bulletin applies to vehicles equipped with 2.0L Turbo Diesel Engine (Sales code EBT) and manual transmissions (Sales code DE1) built on or before November 20, 2013 (MDH 1120XX).

SYMPTOM/CONDITION:

Difficult shifting into 1st and/or 2nd gears may be due to any of the following conditions;

- A. Gearshift Select cable improperly adjusted.
- B. Gearshift cables not seated at shifter.
- C. Gearshift cables not seated at transmission.
- D. Neutral sensor rotated out of position.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

REPAIR PROCEDURE:

1. From inside the passenger compartment, depress the clutch pedal and move the shift lever to the 3rd gear position. Jiggle the shifter to either side (left and right) and then release the shift knob and let the spring center the shift lever.
2. Pull the shift boot up to expose the external shifter.
3. Pull the shift boot bezel up to allow for more room.
4. Pull up on shift cable ([Fig. 1](#)).

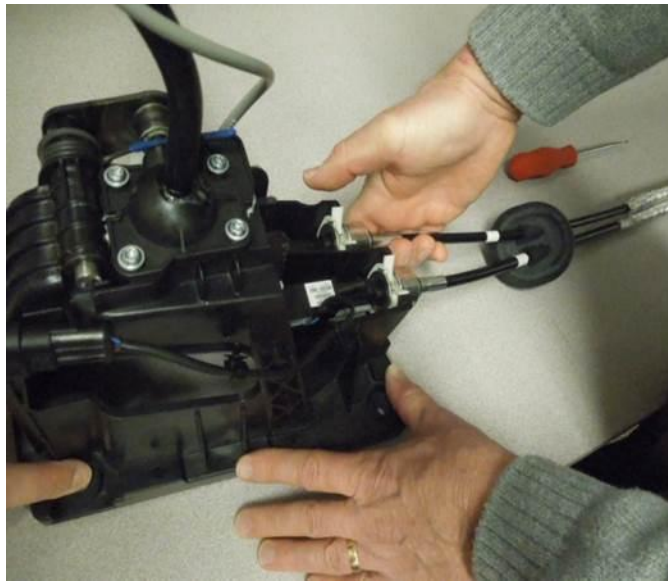


Fig. 1 Shift Module

1 - Shift Cable Fully Seated

5. If the shift cable is properly seated it will not move out of position.
6. Here is how a properly seated cable will look (Fig. 2).

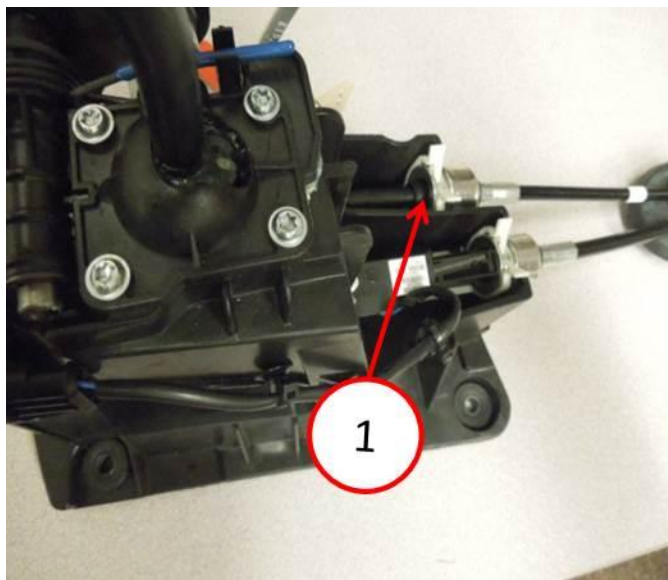


Fig. 2 Shift Module

1 -Shift Cable Out Of Position

7. Here is how an improperly seated cable will look Fig 3.

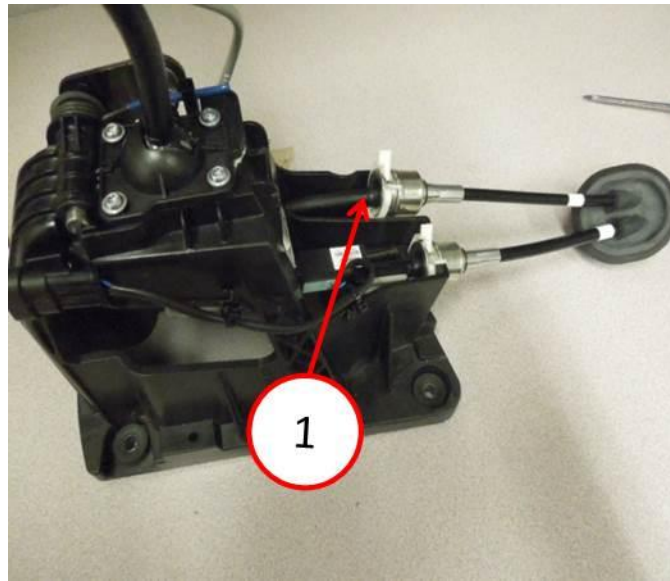


Fig. 3 Shift Module

1 - Shift Cable

8. To secure the cable, push downward on the can close to the clip until it snaps into place (Fig. 4)

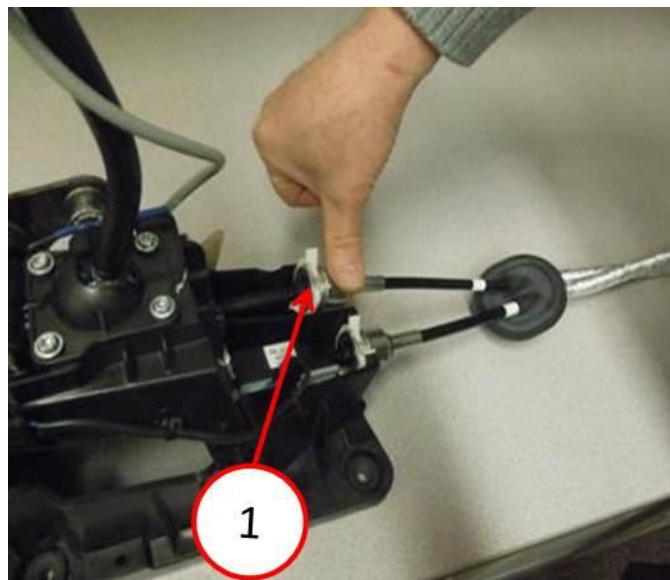


Fig. 4 Shift Module

1 -Shift Cable

9. Locate the neutral position sensor (Fig. 5).

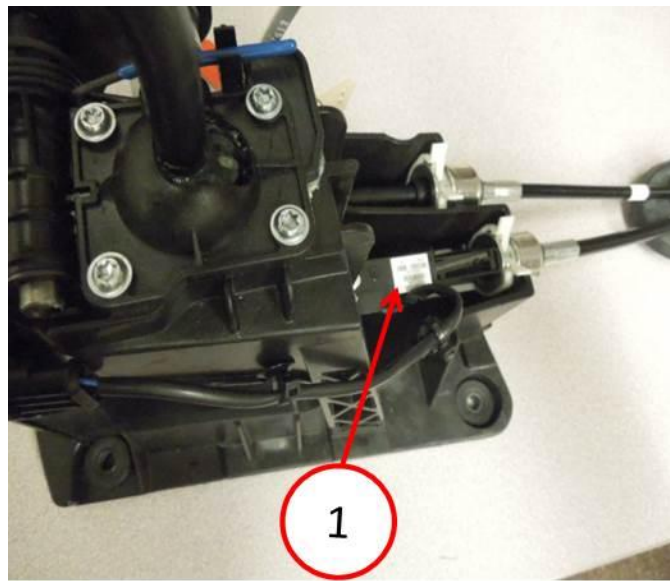


Fig. 5 Shift Module

1 - Neutral Position Sensor In The Correct Position Label Facing Up

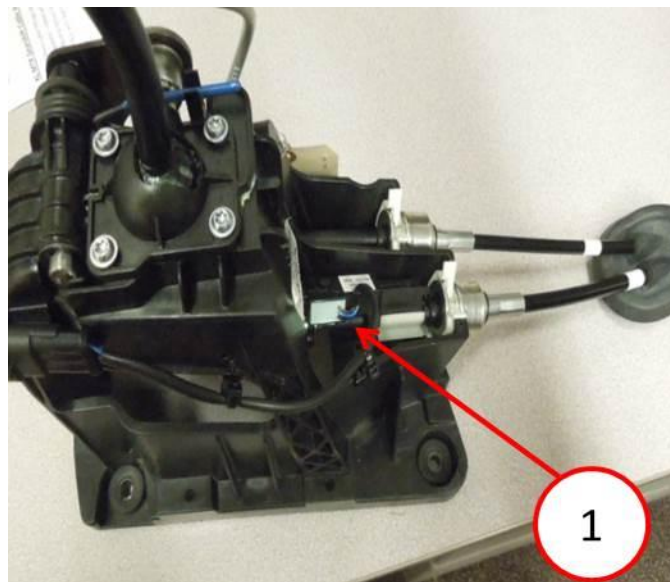


Fig. 6 Shift Module

1 - Neutral Position Sensor Out Of Position

10. Ensure the neutral position sensor is in the correct position ([Fig. 5](#)) and ([Fig. 6](#)).
11. If the neutral sensor is out of position reposition the sensor by twisting the sensor so the label is facing up.
12. Locate the neutral position sensor wire ([Fig. 7](#)).

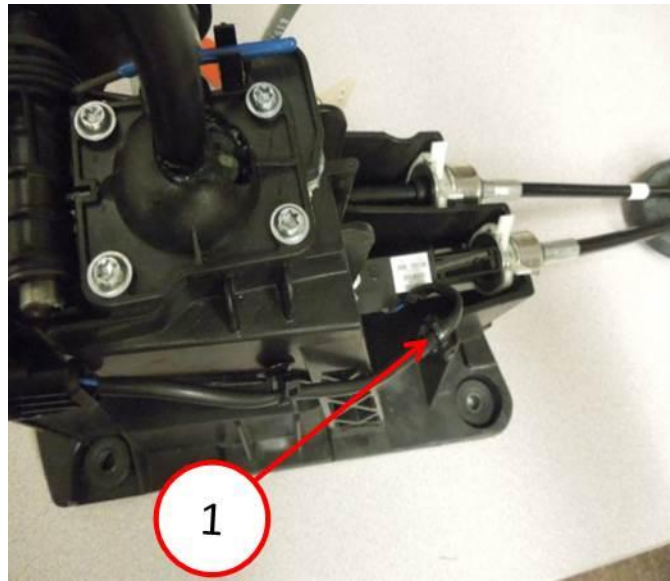


Fig. 7 Shift Module

1 - Edge Biter Clip

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13. Ensure that the edge biter clip is fully seated ([Fig. 7](#)).
 14. If it is found out of position, rotate the biter clip and push it onto the edge of the shifter until it bottoms out ([Fig. 7](#)).
 15. Install the shift boot bezel.
 16. Install the shift boot.
 17. Open the hood of the vehicle and locate the shift cable attachments to the transmission.
 18. Pull up on the shift cable as in ([Fig. 8](#)).

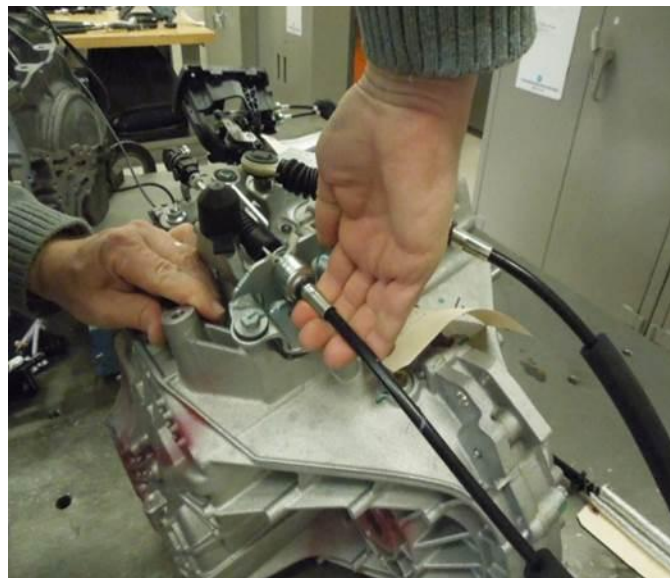


Fig. 8 Shift Cable Transmission

19. If the shift cable is properly seated it will not move out of position.
20. To seat the cable, press downward on the can by the clip to properly seat the shift cable. After the clip snaps into place, pull up on the cable to ensure that the clip is fully seated.
21. Just inboard of the battery and down to the top of the transmission, look for the Select Cable adjustment fitting as shown in (Fig. 9).

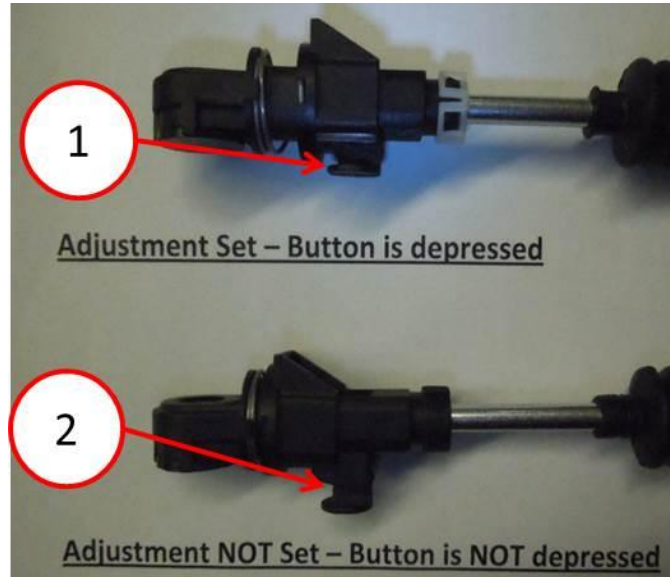


Fig. 9 Shift cable

- 1 - Button Depressed
- 2 - Button Not Depressed

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22. Release the adjustment by pushing the sliding collar of the adjustment fitting forward in the vehicle until the spring is compressed as in (Fig. 10).

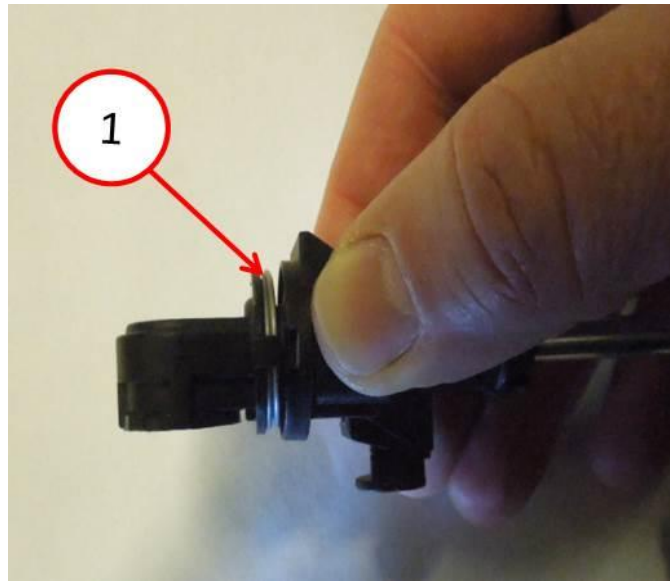


Fig. 10 Shift Cable

1 - Spring Compressed

23. Release the adjustment fitting collar.

24. If the adjustor stays in the unlatched position, depress the button (Fig. 11).

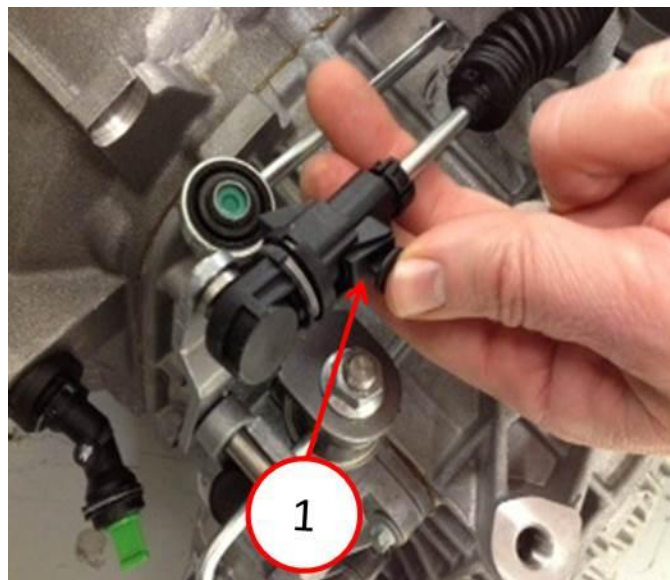


Fig. 11 Shift Cable

1 - Depress The Button

25. The adjustment is now reset.

26. Re-evaluate the shift system. There should be no blocking while shifting from 1st to 2nd and back to 1st gear with the shift lever side-loaded to the left against the Reverse blocker.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-35-35-92	Cable, Manual Transaxle Gearshift Control - Adjust (1 - Semi-Skilled)	3 - DRIVELINE	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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