



NUMBER: 21-012-17

GROUP: Transmission and Transfer Case

DATE: March 22, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-027. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Transfer Case Input Seal Leak

OVERVIEW:

This bulletin involves replacing the transfer case input gear and seal.

MODELS:

2016 (JK) Jeep Wrangler

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA.

NOTE: This bulletin applies to vehicles built on or after November 25, 2015 (MDH 1125XX) and on or before August 10, 2016 (MDH 0810XX) equipped with a 4:1 Rock-Trac Hd Part Time 4wd Sys Transfer Case (Sales Code DHW).

SYMPTOM/CONDITION:

The customer may experience red fluid weeping from under their vehicle and showing up on the ground. Customers may also describe transfer case noise coming from the vehicle while in four wheel drive. These issues are typically observed at less than one month in service at an average of 1,097 km (682 mi).

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68087998AA	Adapter, Transfer Case
1	68087995AA	Snap Ring
1	05019020AB	Seal, Input
1	04798125	Seal, Front Output
1	03821558	Snap Ring
1	68087960AA	Gear, Input
1 (AR)	68082860AB	Mopar RTV Sealant
2 (AR)	68218057AB	ATF+4 (2.1 Qts.) Automatic Transmission Fluid

REPAIR PROCEDURE:

CAUTION: If the input gear cap plug is dislodged, out of position or loose, do not attempt to fix or reinstall the cap plug (**Fig. 1**). Attempting to fix cap plug will not correct the issue and will result in the issue reoccurring.



Fig. 1 Dislodged Cap Plug

1. Remove the transfer case. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>21 - Transmission and Transfer Case/Transfer Case, NV241 GenII/Removal.
2. Replace the transfer case input gear and seal. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>21 - Transmission and Transfer Case/Transfer Case, NV241 GenII/Disassembly/Assembly.
3. Install the transfer case. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>21 - Transmission and Transfer Case/Transfer Case, NV241 GenII/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-03-04-93	Replace, Transfer Case Input Gear (Automatic Transmission) (2 - Skilled)	3 - Driveline	3.7 Hrs.

FAILURE CODE:

ZZ	Service Action
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