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MY17

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GPOP - Issue Review System

Part Number: 68240089A\$, 68278036A\$

Part Description: Rotary Electronic Shifter

Issue Description: TSB 21-027-17 Rev. A relates to a potential for the customer to report seeing "Service Shifter" in the instrument cluster.

Before performing a repair procedure for a "Service Shifter" complaint, please check the Transmission Control Module (TCM) software. As per TSB 21-027-17 Rev. A (or later version), if the TCM software is not the latest, do not replace the rotary shifter. Perform the TCM repair procedure that is called out in TSB 21-027-17 Rev. A (or later version).

For any further questions, please contact Theodore Kahiya at (248) 576-1051.

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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.
