



STAR Case

Case Number: S1721000016

Release Date: 06/05/2020

Symptom/Vehicle Issue: Service 4wd Light On, Message AWD System Service Required

Customer complaint/ technician observation: Owner may complain, (AWD) All Wheel Drive Warning Indicator, On. (EVIC) Electronic Vehicle Information Center Message: AWD System Service Required. Technician observed DTC C14A7-97 PTU Motor-Component Or System Operation Obstructed or Blocked was set.

Repair Procedure: If service 4WD light is on with DTC C14A7-97, uninstall PTU and remove actuator. Inspect the PTU shift splines and collar(s) for any damage or debris that could cause blockage.

Is there debris or damage found in the PTU?

>>> If yes, replace the PTU assembly including the actuator

>>> If no damage or debris found, replace the actuator and reinstall the original PTU.

Verification: Test drive vehicle to ensure proper shifting and absence of the DTC. The active C14A7-97 should go stored, and then can be cleared to complete.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via ECCI or eCONTACT ticket if no solution is found