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Case Number: S2123000024

Release Date: 04/16/2021

Symptom/Vehicle Issue: Recreational Towing / Flat Towing information

Customer Complaint/Technician Observation: 2021 and newer WK and WD models come with a built in feature of an enhanced flat tow mode for 2 speed transfer case equipped vehicles. This mode is turned on following a sequence in the owner's manual. Read through this entire document.

>>>Note>>> Only 2 speed transfer case model vehicles can be flat towed. Single speed transfer case and RWD/2wd models cannot be flat towed. Always refer customers to their owner's manual.

Recreational Towing — Quadra-Trac II/Quadra-Drive II Four-Wheel Drive Models



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The transfer case must be shifted into NEUTRAL (N) and the transmission must be in PARK (P) for recreational towing. The NEUTRAL selection button is adjacent to the transfer case selector switch. Shifts into and out of transfer case NEUTRAL can take place with the selector switch in any mode position.

CAUTION:

- DO NOT dolly tow any 4WD vehicle. Towing with only one set of wheels on the ground (front or rear) will cause severe transmission and/or transfer case damage. Tow with all four wheels either ON the ground, or OFF the ground (using a vehicle trailer).
- Tow only in a forward direction. Towing this vehicle backwards can cause severe damage to the transfer case.
- The transmission must be in PARK for recreational towing.
- Before recreational towing, perform the procedure outlined under "Shifting into NEUTRAL (N)" to be certain that the transfer case is fully in NEUTRAL (N). Otherwise, internal damage will result.
- Towing this vehicle in violation of the above requirements can cause severe transmission and/or transfer case damage. Damage from improper towing is not covered under the New Vehicle Limited Warranty.
- Do not use a bumper-mounted clamp-on tow bar on your vehicle. The bumper face bar will be damaged.

[Shifting Into NEUTRAL \(N\)](#)

[Shifting Out Of NEUTRAL \(N\)](#)

Parent topic: [RECREATIONAL TOWING \(BEHIND MOTORHOME\)](#)

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Shifting Into NEUTRAL (N)

WARNING:

You or others could be injured or killed if you leave the vehicle unattended with the transfer case in the NEUTRAL (N) position without first fully engaging the parking brake. The transfer case NEUTRAL (N) position disengages both the front and rear driveshafts from the powertrain and will allow the vehicle to roll, even if the transmission is in PARK. The parking brake should always be applied when the driver is not in the vehicle.

CAUTION:

It is necessary to follow these steps to be certain that the transfer case is fully in NEUTRAL (N) before recreational towing to prevent damage to internal parts.

Use the following procedure to prepare your vehicle for recreational towing:

1. Bring the vehicle to a complete stop on level ground, with the engine running.
2. Press and hold the brake pedal.
3. Shift the transmission into NEUTRAL.
4. If vehicle is equipped with Quadra-Lift air suspension, ensure the vehicle is set to Normal Ride Height.

Note:

- Steps 1 through 4 are requirements that must be met before pushing the NEUTRAL (N) button, and must continue to be met until the shift has been completed. If any of these requirements are not met before pushing the NEUTRAL (N) button or are no longer met during the shift, then the NEUTRAL (N) indicator light will flash continuously until all requirements are met or until the NEUTRAL (N) button is released.
 - The ignition must be in the ON/RUN mode for a shift to take place and for the position indicator lights to be operable. If the ignition is not in the ON/RUN mode, the shift will not take place and no position indicator lights will be on or flashing.
 - A flashing NEUTRAL (N) position indicator light indicates that shift requirements have not been met.
 - If the vehicle is equipped with Quadra-Lift air suspension, the engine should be started and left running for a minimum of 60 seconds (with all the doors closed) at least once every 24 hours. This process allows the air suspension to adjust the vehicle's ride height to compensate for temperature effects.
5. Using a ballpoint pen or similar object, push and hold the recessed transfer case NEUTRAL (N) button (located by the selector switch) for four seconds. The light behind the N symbol will blink, indicating shift in progress. The light will stop blinking (stay on solid) when the shift to NEUTRAL (N) is complete. A "FOUR WHEEL DRIVE SYSTEM IN NEUTRAL" message will appear in the instrument cluster.

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NEUTRAL (N) Button

6. After the shift is completed and the NEUTRAL (N) light stays on, release the NEUTRAL (N) button.
7. Shift the transmission into REVERSE or DRIVE.
8. Release the brake pedal for five seconds and ensure that there is no vehicle movement.
9. Press and hold the brake pedal. Shift the transmission back into NEUTRAL.
10. Firmly apply the parking brake.
11. With the transmission and transfer case in NEUTRAL, push and hold the ENGINE START/STOP button until the engine turns off.
12. Place the transmission gear selector in PARK. Release the brake pedal.
13. Push the ENGINE START/STOP button twice (without pressing the brake pedal), to turn the ignition to the off mode.
14. Attach the vehicle to the tow vehicle using a suitable tow bar.
15. Release the parking brake.

Parent topic: [Recreational Towing — Quadra-Trac II/Quadra-Drive II Four-Wheel Drive Models](#)

Shifting Out Of NEUTRAL (N)

Use the following procedure to prepare your vehicle for normal usage:

1. Bring the vehicle to a complete stop, leaving it connected to the tow vehicle.
2. Firmly apply the parking brake.
3. Start the engine.

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- Steps 1 through 5 are requirements that must be met before pushing the NEUTRAL (N) button, and must continue to be met until the shift has been completed. If any of these requirements are not met before pushing the NEUTRAL (N) button or are no longer met during the shift, the NEUTRAL (N) indicator light will flash continuously until all requirements are met or until the NEUTRAL (N) button is released.
 - The ignition must be in the ON/RUN mode for a shift to take place and for the position indicator lights to be operable. If the ignition is not in the ON/RUN mode, the shift will not take place and no position indicator lights will be on or flashing.
 - A flashing NEUTRAL (N) position indicator light indicates that shift requirements have not been met.
4. Press and hold the brake pedal.
 5. Shift the transmission into NEUTRAL.
 6. Using a ballpoint pen or similar object, push and hold the recessed transfer case NEUTRAL (N) button (located by the selector switch) for one second.



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NEUTRAL (N) Switch

7. When the NEUTRAL (N) indicator light turns off, release the NEUTRAL (N) button. After the NEUTRAL (N) button has been released, the transfer case will shift to the position indicated by the selector switch.
8. Shift the transmission into PARK. Turn the engine off.
9. Release the brake pedal.
10. Disconnect vehicle from the tow vehicle.
11. Start the engine.
12. Press and hold the brake pedal.
13. Release the parking brake.
14. Shift the transmission into REVERSE or DRIVE, release the brake pedal, and check that the vehicle operates normally.

Parent topic: [Recreational Towing — Quadra-Trac II/Quadra-Drive II Four-Wheel Drive Models](#)

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Discussion:

Following the steps electronically enables or disables the vehicle to allow Recreational Towing also known as Flat Towing. This includes the EPS being kept awake to provide enhanced control and stability. It is important the owner follows the steps exactly. At step 14 of the “Shifting IN to Neutral” and step 10 of “Shifting OUT of neutral”, connecting and disconnecting the hitch system allows enough time to allow the bus to go to sleep (key off). This is critical to properly enabling and disabling the flat tow mode. If an owner rushes through and or skips these 2 steps the vehicle may not enter or exit Recreational Tow mode correctly.

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