



**NUMBER:** 21-017-21 REV. A

**GROUP:** 21 - Transmission and Transfer Case

**DATE:** May 20, 2021

*This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.*

**This bulletin supersedes Technical Service Bulletin (TSB) 21-017-21, date of issue May 12, 2021, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include an updated parts table.**

**SUBJECT:**

Power Transfer Unit (PTU) Broken Input Spline - X89 Warranty Extension

**OVERVIEW:**

This bulletin involves replacing the PTU assembly with an updated part.

**MODELS:**

2014 - 2017 (KL) Jeep Cherokee

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

**NOTE:** This bulletin applies to vehicles built on or after April 14, 2014 (MDH 0414XX) and on or before October 10, 2016 (MDH 1010XX) equipped with any 9-SPD 948TE/9HP48 - FWD/AWD/4WD Auto Transmission (Sales Codes DFH, DFJ, DF5 or DF6) and with Jeep Active Drive II (Sales Code DK4).

**SYMPTOM/CONDITION:**

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that one or more of the following Diagnostic Trouble Codes (DTCs) have been set:

- P1720-00 - Output Speed Sensor-Wheel Speed Rationality.
- P215C-00 - Output Shaft Speed Wheel Speed Correlation.

The customer may also describe one or more of the following:

- Grinding noise coming from under the vehicle while driving.
- Vehicle will not move.

**DIAGNOSIS:**

If the customer describes the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
**1	CXAHX891AA	Power Transfer Unit Case and Nuts**

**REPAIR PROCEDURE:**

**NOTE: The new PTU assembly comes with the actuator and is already filled with fluid.**

1. Replace the PTU assembly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 21 - Transmission and Transfer Case / Power Transfer Unit / Removal and Installation.
2. Clear all DTCs that may have been set.
3. Test drive vehicle to verify repair and no grinding noise is present.

**POLICY:**

Vehicles included in this Service Bulletin have a warranty extension to an 8 years/150K miles from in-service date warranty period for this repair. See Warranty Bulletins: U.S. D-21-07, Canada SAB 2021-09, International ID-21-11 and Mexico BG-07-21, for details associated with the warranty extension.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
21-41-00-92	Power Transfer Unit Assembly - Replace (2 - Skilled) <b>NOTE:</b> Includes setting front toe and centering steering wheel where applicable.	2 - Automatic Transmission	2.7 Hrs.
21-41-00-93	Power Transfer Unit Assembly - Replace <b>(2.4L Engine Only)</b> (2 - Skilled) <b>NOTE:</b> Includes setting front toe and centering steering wheel where applicable.	2 - Automatic Transmission	4.0 Hrs.

**RELATED LOP:**

Labor Operation No:	Description	Skill Category	Amount
21-41-00-60	Skid Plate Equipped (2 - Skilled)	2 - Automatic Transmission	0.3 Hrs.

**FAILURE CODE:**

ZZ	Service Action
----	----------------