



NUMBER: 08-023-22

GROUP: 08 - Electrical

DATE: January 29, 2022

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT)/Rapid Service Update (RSU) 22-018, date of issue January 29, 2022. All applicable Sold and Un-Sold RRT/RSU VINs have been loaded. To verify this RRT/RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

SUBJECT:

Electronic Shift Module (ESM) Replacement

OVERVIEW:

This bulletin involves replacing the ESM.

MODELS:

2021 (WL) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or after March 16, 2021 (MDH 0316XX) and on or before September 28, 2021 (MDH 0928XX).

SYMPTOM/CONDITION:

Customers may experience the following:

- Rotary shifter requires additional turns to get to desired gear. Shifter needs to be rotated through multiple additional detents to attain desired gear position.

NOTE: The current gear is always correctly displayed.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT/RSU VIN list, perform the repair procedure. **This RRT/RSU only applies to vehicles on the RRT/RSU VIN list.**

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68541817AG	Shifter Knob (Black) (Sales Codes X8S, XAB, DHY and or SER, BHG, BNH, BNK, SHG)
1 (AR)	68541688AG	Shifter Knob (Aluminum) (Sales Codes X8S, XAB, DKA, SER, BNH without BHG, BNK, SHG)
1 (AR)	68541692AG	Shifter Knob (Aluminum) (Sales Codes X8S, XAB, DKA, BNH without SER, BHG) and Models: H74/75, J74/75, U74/75, X74/75

Qty.	Part No.	Description
1 (AR)	68423715AI	Shifter Knob (Black) (Sales Codes #1 = X8S, DHY without XAB, SER, BHG, BNH, BNK, SHG) (Sales Codes #2 = X8S without BHG)
1 (AR)	68541816AG	Shifter Knob (Sales Codes X8S, *CL)

REPAIR PROCEDURE:

1. Replace the ESM. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>08 - Electrical / 8E - Electronic Control Modules / Module, Electronic Shift (ESM) / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-19-77-95	Module, Electronic Shift (ESM) - Replace (2 - Skilled)	6 - Electrical and Body Systems	0.8 Hrs

FAILURE CODE:

ZZ	Service Action
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