



NUMBER: 21-031-22

GROUP: 21 - Transmission and Transfer Case

DATE: October 20, 2022

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SUBJECT:

Transfer Case Replacement

OVERVIEW:

This bulletin involves replacing the transfer case assembly for Diagnostic Trouble Code (DTC) C14A1-74.

MODELS:

2021 - 2022 (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 before April 08, 2022 (MDH 0408XX) equipped with Quadra-Trac I (R) 4wd System (Sales Code DHY).

SYMPTOM/CONDITION:

Customers may experience a "Service 4WD message" illumination. Upon further investigation the technician may find the following DTC has been set:

- C14A1-74 - Unintended Actuator Shaft Movement Detected-Actuator Slipping.

DIAGNOSIS:

If the customer describes the symptom/condition listed above and **only** if the technician finds DTC (C14A1-74), perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68589091AE	Transfer Case Assembly for 1-speed applications
6 (AR)	68541097AA	Driveshaft to Transfer Case Bolts
4 (AR)	68541103AA	Rear-Driveshaft to Rear Axle Bolts
2 (AR)	06511894AA	Rear-Driveshaft Center Support Bolts
(AR)	68218057AC	Mopar® ATF+4 Automatic Transmission Fluid

NOTE: The transfer case comes pre-filled with fluid, always check the fluid level after installation.

REPAIR PROCEDURE:

1. Remove and replace the transfer case assembly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 21 - Transmission and Transfer Case / Transfer Case, MPT3015C (One Speed) / Removal and Installation.
2. Clear all DTCs that may have been set in any module due to repair. The wiTECH application will automatically present all DTCs and allow them to be cleared

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
21-02-01-90	Transfer Case - Replace (2 - Skilled)	2 - Automatic Transmission	2.5 Hrs

FAILURE CODE:

ZZ	Service Action
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