

# WARRANTY BULLETIN



**TO:** Dealer Principal, Service Manager,  
Service Advisor, and Warranty Claims  
Administrator

**SUBJECT:** (XJ1) Power Transfer Unit (PTU) -  
Select 2014 - 2017 Jeep Cherokee (KL)

**NO:** D-23-10

**DATE:** June 7, 2023

**FOR:** All U.S. Dealers  
All U.S. Business Centers

## PURPOSE:

To announce a warranty extension on the **Power Transfer Unit** on the following vehicles:

- 2014 - 2017 Jeep Cherokee (KL)

## Affected Vehicles:

This warranty extension bulletin applies only to the following vehicles:

- KL vehicles built on or after April 14, 2014 (MDH 0414XX) and on or before October 10, 2016 (MDH 1010XX) equipped with Jeep Active Drive II (Sales Code DK4).

**NOTE:** This warranty extension coverage period is 15 Years / Unlimited miles from the vehicle's In-Service Date.

## TIMING:

Effective Immediately

## ACTION:

**This bulletin supersedes D-21-07 (Warranty Extension X89).**

Always check *DealerCONNECT* or *WiADVISOR VIP* to verify if a vehicle is involved in a warranty extension. A vehicle involved in this warranty extension will display an **(XJ1) Power Transfer Unit** message in VIP. If no (XJ1) coverage message displays in VIP, the vehicle is not in the scope of this warranty extension and no further action is required on your behalf.

All technicians are required to familiarize themselves with Technical Service Bulletin 21-014-23 before replacing the Power Transfer Unit on select vehicles.





The Global Claim System (GCS) will honor the warranty extension coverage on the labor operation number(s) in the Service Bulletin.

Refer to Technical Service Bulletin 21-014-23 for Part and LOP information. Not using the LOP(s) and Part(s) listed in the Technical Service Bulletin may result in non-payment of your claim.

A copy of the generic owner letter is attached to this bulletin.

### **ADDITIONAL INFORMATION:**

If a customer has already experienced this specific condition and paid to have it repaired, please direct them to [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit their reimbursement request online. Customers can also mail their original receipts and / or other adequate proof of payment to the following address for reimbursement consideration:

FCA US LLC Customer Care  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
Attention: Reimbursement

Customers with questions or concerns about this issue are advised to contact their dealership. In the event further assistance is necessary, customers should be advised to contact Customer Care at the following.

- Jeep Brand Vehicles: 1.877.426.5337 or 1.877.IAM.Jeep

**Please ensure that all affected dealership personnel are aware of this bulletin.**

## **WARRANTY OPERATIONS**

FCA US LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.



Owner Name  
1234 Anywhere St  
Anytown, St XXXXX  
VIN: xxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period on your vehicle's Power Transfer Unit has been extended to 15 years/ Unlimited miles. This warranty extension on the Power Transfer Unit applies to select 2014 - 2017 Jeep Cherokee vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the warranty period on the Power Transfer Unit because some of the vehicles within the above referenced population may experience a specific internal failure leading to a Malfunction Indicator Lamp (MIL) on the cluster and potentially a bang or grinding sound under the vehicle with a sudden power decrease. If you are experiencing this condition now, or in the future, contact your dealer to have the appropriate diagnosis performed to determine if the warrantable failure has occurred. **Conversely, if you do not experience this condition, then the Power Transfer Unit is operating correctly and no repair is necessary.**

If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit [www.fcacallreimbursement.com](http://www.fcacallreimbursement.com) to submit an online reimbursement request. You may also complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

FCA US LLC Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-877-426-5337 or 1-877-IAM-JEEP.

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the Power Transfer Unit condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC

