

**Technical Service Bulletin (TSB)**  
**Power Transfer Unit (PTU) Failure**

<b>REFERENCE:</b>	<b>TSB:</b> 21-057-24 <b>GROUP:</b> 21 - Transmission and Transfer Case	<b>Date:</b>	December 13, 2024	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	<b>2021 - 2024 (M6) Jeep Compass</b> <b>2023 - 2024 (H6) Jeep Meridian</b> <b>This bulletin applies to:</b> <ul style="list-style-type: none"> <li>• <b>M6 vehicles built on or after December 23, 2020 (MDH 1223XX)</b>  <b>Equipped with a 9-Spd 948TE Auto Transmission (Sales Code DFH).</b></li> </ul>			<b>MARKET APPLICABILITY:</b>	
				<input type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input checked="" type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
<b>CUSTOMER SYMPTOM:</b>	<b>Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs):</b> <ul style="list-style-type: none"> <li>• C2270-77 - Power Transfer Unit PTU Electronic Disconnect Actuator EDA Sensor - Commanded Position Not Reachable.</li> <li>• C2290-92 - EDA Motor Free Running - Performance Or Incorrect Operation.</li> <li>• C2280-92 - Eda Current - Performance Or Incorrect Operation.</li> <li>• C2240-92 - Etm Motor Free Running - Performance Or Incorrect Operation.</li> <li>• C2120-13 - Motor 2 - Circuit Open.</li> <li>• C2120-14 - Motor 2 - Circuit Short To Ground.</li> <li>• C2120-15 - Motor 2 - Circuit Short To Battery.</li> </ul>				
<b>CAUSE:</b>	<b>Moisture</b>				

**REPAIR SUMMARY:**

This bulletin involves possibly replacing the PTU, shift actuator and wire harness.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-52-53-92	Replace Wire Harness (0 - Introduction)	2 - Automatic Transmission	0.4 Hrs.
08-52-53-93	Replace PTU (0 - Introduction)	2 - Automatic Transmission	1.2 Hrs.
08-52-53-94	Replace Electric Motor (0 - Introduction)	2 - Automatic Transmission	0.7 Hrs.
Failure Code	ZZ	Service Action	

**SPARE PARTS:**

Qty	Part No.	Description	Notes
1 (AR)	68408718AC	Motor, Electric	Actuator
1 (AR)	68528392AB	Power Transfer Unit	
1 (AR)	68528277AB	Wiring, Jumper	Wiring Harness (21-22 MY M6)
1 (AR)	68618557AA	Wiring, Jumper	Wiring Harness (23 MY M6)
1 (AR)	68633918AA	Wiring, Jumper	Wiring Harness (24 MY M6)
1 (AR)	68566087AB	Wiring, Jumper	Wiring Harness (23-24 MY H6)

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

**SPECIAL TOOLS/EQUIPMENT:**

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

**REPAIR PROCEDURE:**

- Is DTC C2270-077, C2290-92, C2280-92, C2240-92, C2120-13, C2120-14 or C2120-15 present?
  - YES>>> Proceed to [Step 2](#).
  - NO>>> This bulletin does not apply.
- Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
- Remove the front right tire to gain access to the PTU.
- Disconnect the wire harness connectors from the PTU and the shift actuator.

5. Inspect for evidence of moisture on the connector pins at both the PTU and the shift actuator wire harness connectors [Fig. 1](#).



**Fig. 1**  
Wire Harness Connectors

6. Is moisture present on the connector pins?
- YES>>> Proceed to [Step 7](#).
  - NO>>> Proceed to [Step 11](#).
7. Replace the wire harness.
8. Clear any DTCs that may have been set.
9. Road test the vehicle for 8-10 km (5-6 miles).
10. Is DTC C2270-077, C2290-92, C2280-92, C2240-92, C2120-13, C2120-14 or C2120-15 present?
- YES>>> Proceed to [Step 11](#).
  - NO>>> This bulletin has been completed.
11. Remove the shift actuator from the PTU. Refer to the detailed service procedures listed in DealerCONNECT> Service Library under: 21 - Transmission and Transfer Case / Power Transfer Unit / Actuator, Shift / Removal.

12. Inspect if the intermediate gear has any broken teeth [Fig. 2](#).



**Fig. 2**  
Intermediate Gear

13. Does the intermediate gear have any broken teeth?

- YES>>> Proceed to [Step 14](#).
- NO>>> Proceed to [Step 15](#).

14. Replace the PTU along with the mating wire harness. Refer to the detailed service procedures listed in DealerCONNECT> Service Library under: 21 - Transmission and Transfer Case / Power Transfer Unit / Removal and Installation. Proceed to [Step 16](#).

15. Replace the shift actuator along with the mating wire harness. Refer to the detailed service procedures listed in DealerCONNECT> Service Library under: 21 - Transmission and Transfer Case / Power Transfer Unit / Actuator, Shift / Removal and Installation.

16. Clear any DTCs that may have been set.

#### **POLICY:**

Reimbursable within the provisions of the warranty.

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