

**Technical Service Bulletin (TSB)**  
**Shifter Inoperative**

REFERENCE:	TSB: 21-026-25 GROUP: 21 - Transmission and Transfer Case	Date:	March 20, 2025	REVISION:	—
VEHICLES AFFECTED:	2024 (JL) Jeep Wrangler This bulletin applies to vehicles built on or after September 19, 2024 (MDH 0919XX) and on or before September 30, 2024 (MDH 0930XX).			MARKET APPLICABILITY: <div><input checked="" type="checkbox"/> NA<input type="checkbox"/> MEA <input type="checkbox"/> SA<input type="checkbox"/> IAP <input type="checkbox"/> EE<input type="checkbox"/> CH</div>	
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none"><li>The vehicle can't be shifted out of Park or current selected gear.</li><li>"Service Shifter, Stop Safely, Shut Off Engine To Engage Park" message displayed on the Instrument Panel Cluster (IPC).</li></ul> <p>NOTE: Auto park will engage once the driver seat belt is unbuckled and the driver door is opened.</p>				
CAUSE:	Manufacturing issue				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-041, date of issue March 20, 2025. All applicable RSU VINs have been loaded. To verify this 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.

**REPAIR SUMMARY:**

This bulletin involves inspecting transmission shifter operation and possibly replacing the transmission shifter.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-01-03-94	Shifter, Automatic Transmission - Inspect (1 - Semi-Skilled)	2 - Automatic Transmission	0.2 Hrs.
21-01-03-95	Shifter, Automatic Transmission - Inspect and Replace (1 - Semi-Skilled)	2 - Automatic Transmission	0.3 Hrs.
Failure Code	ZY	Service Action	

## RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-00-01-51	12-Volt Battery Disconnect / Connect - PHEV (0 - Introduction)	2 - Transmission and Transfer Case	0.4 Hrs.

## SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68620943AA	Transmission Shifter	

## DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

## REPAIR PROCEDURE:

1. Attempt to use the transmission shifter to shift the transmission out of Park or its current selected gear.
2. Is the automatic shifter able to shift the transmission out of Park or its current selected gear?
  - YES>>> This bulletin has been completed. Use Inspection LOP (21-01-03-94) to close the active RSU.
  - NO>>> Proceed to [Step 3](#).
3. Replace the transmission shifter. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 21 - Transmission and Transfer Case / Automatic - 8HP50/850RE / Shifter, Transmission / Removal and Installation.

## POLICY:

Reimbursable within the provisions of the warranty.

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