



FCA CARIBBEAN WARRANTY BULLETIN

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

SUBJECT: (XX1) Two Speed Power
Transfer Unit (PTU) - Select 2017 - 2019
Jeep Cherokee (KL)

NO: ID-26-19

DATE: April 8, 2026

FOR: Puerto Rico and US Virgin Islands

PURPOSE:

To announce a warranty extension on the **Two Speed Power Transfer Unit (PTU)** on the following select vehicles:

- 2017 - 2019 Jeep Cherokee (KL)

Affected Vehicles:

This warranty extension bulletin applies to vehicles equipped with Jeep Active Drive II (Sales Code DK4) and one of the following engines:

- 2.0L I4 DOHC DI Turbo Engines w/ESS (Sales Code EC1 and EBS)
- 2.4L I4 MultiAir Engines with or without ESS (Sales Code EDD, ED6, EDE and ED8)
- 3.2L V6 24V VVT Engine w/ESS (Sales Code EHK)

NOTE: This warranty extension coverage period is Unlimited years / Unlimited miles from the completion of Safety Recall 01C.

We are extending the warranty period on the Two Speed PTU because some of the vehicles within the above referenced population may experience an illuminated Malfunction Indicator Lamp (MIL) because of a Diagnostic Trouble Code (DTC). The following DTC must be set to be eligible for coverage:

- C1494-07 – PTU Fork Position – Mechanical Failures

TIMING:

Effective Immediately

ACTION:

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 **(XX1) Two Speed PTU** message in VIP. If no (XX1) 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 21-027-26 before replacing the Two Speed PTU on select vehicles. This Technical Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Two Speed PTU.

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

Refer to Technical Service Bulletin 21-027-26 for Part and LOP information.

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 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 all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS



DODGE



FIAT

Jeep



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FCA International Operations LLC reserves the right to change any or all of the rules set forth in 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 Two Speed Power Transfer Unit (PTU) has been extended to Unlimited years / Unlimited miles from the date of the completion of Safety Recall 01C. This warranty extension on the Two Speed PTU applies to certain [2017 - 2019 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 Two Speed PTU because some of the vehicles within the above referenced population may experience an illuminated Malfunction Indicator Lamp (MIL) because of Diagnostic Trouble Code (DTC): C1494-07 – PTU Fork Position - Mechanical Failures. This DTC must be set to be eligible for coverage. If you are experiencing this condition now, or if you experience it in the future, simply contact your dealer to have the appropriate repair performed. **Conversely, if you do not experience this condition, then your Two Speed PTU is operating correctly and no repair is necessary.**

If you have already experienced one of this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit www.fcarecallreimbursement.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 Two Speed Power Transfer Unit (PTU) 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

