

Technical Service Bulletin (TSB)
Fault Code P120F-00 Present In Hybrid
Double-Clutch Piloted Manual Gearbox Module

REFERENCE:	TSB: 21-063-26 GROUP: 21 - Transmission	Date:	September 25, 2026	REVISION:	—
VEHICLES AFFECTED:	2026 (JJ) Jeep Avenger 2026 (MW) Jeep Compass This bulletin applies to vehicles equipped with either of the following: 1.2L EB Turbo 3 Cylinder MHEV Engine (Sales Code EJE). 1.6L I4 EP Turbo PHEV Engine (Sales Code EJQ).			MARKET APPLICABILITY: ☐ NA☒ MEA ☒ SA☒ IAP ☒ EE☐ CH NOTE: This bulletin applies to South America, Enlarged Europe, Middle East & Africa, and India & Asia Pacific markets.	
CUSTOMER SYMPTOM:	The vehicle may illuminate the Malfunction Indicator Lamp (MIL) and the vehicle may exhibit/set the following Diagnostic Trouble Code (DTC): P120F-00 - Supplier Fault Code (Hybrid Dual Clutch Transmission Module).				
CAUSE:	Hybrid double-clutch piloted manual gearbox Electronic Control Unit (ECU) software				

TECHNICAL OVERVIEW (CONDITIONS IN WHICH FAULT APPEARS):

During a diagnostic session.

CAUSES

Hybrid double-clutch piloted manual gearbox ECU software.

DATA TROUBLE CODE:

IMPORTANT! Follow the procedure for use of the diagnostic tool. The diagnosis carried out is relayed to the central servers if, and only if, it is carried out in Internet connected mode, if the technician is authorized to use the guided methods and if the diagnosis is started from the "FAULT FINDING" menu from the "Diagnostic" or "Expert" tab. At the end of the global test, wait for the Diagnostics tab to start up (home screen with selection of methods by domain). Quit the Diagnostics session, returning to the home tab. Validate the message "Do you wish to quit the current session?".

Read the fault codes.

- When fault code P120F-00 is present in the hybrid double-clutch piloted manual gearbox ECU: apply this information.
- When fault code P120F-00 is not present in the hybrid double-clutch piloted manual gearbox ECU: this information does not apply. Carry out in-depth fault finding.

NOTE: The fault code should not be accompanied by other fault codes

REPAIR SUMMARY:

IMPORTANT! All personnel carrying out work on a vehicle fitted with traction batteries must have received specific electric vehicle training and be authorized to work on these vehicles (observe the regulations in force in the respective country).

None.

CLAIMS DATA:

No invoicing is to be applied for this bulletin.

SOLUTION:

NOTE: In the **EVENT OF A SAFETY INCIDENT** and only in this event, send a Dealer Issue Detection Safety (DID S) in order to receive the instructions to follow, even if this document applies. if there is no safety incident, in the **EVENT OF RECURRENCE** following application of this document, the creation of a Dealer Issue Detection DID (*) is required (see below):

(*) Dealer Issue Detection Incident (DID I) if the authorized repairer (AR) was able to resolve the problem without support from technical assistance

(*) Dealer Issue Detection Assistance (DID A) if the authorized repairer (AR) needs technical assistance in order to deal with the problem

INFORMATION:

the presence of the fault code P120F-00 in the hybrid double-clutch piloted manual gearbox ECU does not result in any malfunction.

The operation conforms to specification. Do not replace parts.

POLICY:

Information Only.