

WARRANTY BULLETIN



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

SUBJECT: (X89) Power Transfer Unit –
2014 - 2017 Jeep Cherokee (KL)

NO: D-21-07

DATE: May 12, 2021

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:

- Built on or after April 14, 2014 (MDH 0414XX) and on or before October 10, 2016 (MDH 1010XX) equipped with any 9-SPD 948TE/9HP48 - FWD/AWD/4WD Auto Transmission (Sales Codes DFH, DFJ, DF5 or DF6) and with Jeep Active Drive II (Sales Code DK4).

NOTE: This warranty extension coverage period is 8 years / 150,000 miles from the vehicle's In-Service Date.

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 **(X89) Power Transfer Unit** message in VIP. If no (X89) 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 Service Bulletin 21-017-21 before replacing the Power Transfer Unit on select vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the Power Transfer Unit.

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

Refer to Service Bulletin 21-017-21 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 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: xxxxxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period on your vehicle's Power Transfer Unit has been extended to 8 years / 150,000 miles. This warranty extension on the Power Transfer Unit applies to certain 2014 - 2017 Jeep Cherokee (KL) 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 Malfunction Indicator Lamp (MIL) light on the cluster and/or a bang or grinding sound under the vehicle with a sudden power decrease. If you are experiencing this condition now, or if you experience them in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your 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.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 (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

