

Technical Service Bulletin (TSB)
Loss of Forward Gear in Transmission

REFERENCE:	TSB: 21-006-23 GROUP 21 - Transmission and Transfer Case	Date:	February 15, 2023	REVISION:	-
VEHICLES AFFECTED:	<p>2022 - 2023 (M1) Jeep Compass 2022 - 2023 (H1) Jeep Commander</p> <p>This bulletin applies to M1 vehicles equipped with the nine-speed 948TE FWD/AWD automatic transmission (Sales Code DFH) built on or after July 28, 2022 (MDH 0728XX) and on and before October 11, 2022 (MDH 1011XX).</p> <p>This bulletin applies to H1 vehicles equipped with the nine-speed 948TE FWD/AWD automatic transmission (Sales Code DFH) built on or after August 25, 2022 (MDH 0825XX) and on and before November 7, 2022 MDH 1107XX).</p>	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	Transmission has no forward gear.				
CAUSE:	Transmission did not have the specified amount of transmission fluid for proper operation.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-040, date of issue February 15, 2023. All applicable Sold and UnSold 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. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves replacing the automatic transmission.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-00-06-9B	Transmission - Replace (3 - Highly Skilled)	21 - Transmission	7.1 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	7094787	Transmission AT9	Compass
1 (AR)	7094788	Transmission AT9	Commander

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 a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. **This bulletin applies only to vehicles on the RSU VIN list.**

1. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This Bulletin does not apply. Normal diagnosis should be performed.

REPAIR PROCEDURE:

1. Replace the transmission. Refer to the detailed service procedures listed in dealerCONNECT>Service Library under: 21 - Transmission and Transfer Case / Automatic - 948TE/9HP48 / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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