

Technical Service Bulletin (TSB)
Power Transfer Unit (PTU) Broken Input Spline XJ1 Warranty Extension

REFERENCE:	TSB: 21-014-23 GROUP 21 - Transmission and Transfer Case	Date:	June 7, 2023	REVISION:	21-017-21 REV. A
VEHICLES AFFECTED:	2014 - 2017 (KL) Jeep Cherokee This bulletin applies to vehicles built on or after April 14, 2014 (MDH 0414XX) and on or before October 10, 2016 (MDH 1010XX) equipped with Jeep Active Drive II (Sales Code DK4).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input checked="" type="checkbox"/> MEA <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/> IAP <input checked="" type="checkbox"/> EE <input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find one or more of the following Diagnostic Trouble Codes (DTCs) have been set: <ul style="list-style-type: none"> • P1720-00 - Output Speed Sensor Wheel Speed Rationality. • P215C-00 - Output Shaft Speed Wheel Speed Correlation. 				
CAUSE:	Spline wear between the differential input splines and the transmission output shaft.				

This bulletin supersedes Technical Service Bulletin (TSB) 21-017-21 REV. A, date of issue May 20, 2021, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include new LOPs and updated Policy.

REPAIR SUMMARY:

This bulletin involves replacing the PTU assembly with an updated part.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-41-00-94	Power Transfer Unit Assembly - Replace (2 - Skilled) NOTE: Includes setting front toe and centering steering wheel where applicable.	2 - Transmission and Transfer Case	2.7 Hrs.
21-41-00-95	Power Transfer Unit Assembly Replace (2.4L Engine Only) (2 - Skilled) NOTE: Includes setting front toe and centering steering wheel where applicable.	2 - Transmission and Transfer Case	4.0 Hrs.
Failure Code	CC	Customer Concern	

RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-41-00-60	Skid Plate Equipped (2 - Skilled)	2 - Transmission and Transfer Case	0.3 Hrs.

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 the customer describes any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

SPARE PARTS:

Qty	Part No.	Description	Notes
1	CXAHX891AA	Case, Power Transfer Unit	Case and Nuts (Prefilled)

REPAIR PROCEDURE:

NOTE: The new PTU assembly comes with the actuator and is already filled with fluid.

1. Replace the PTU assembly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 21 Transmission and Transfer Case / Power Transfer Unit / Removal and Installation.
2. Clear all DTCs that may have been set.
3. Test drive vehicle to verify repair and no grinding noise is present.

POLICY:

****Vehicles included in this Technical Service Bulletin have a warranty extension to 15 Years/Unlimited miles from in service date warranty period for this repair. See Warranty Bulletins: U.S. D-23-10, Canada SAB 2023-14, Puerto Rico and US Virgin Island ID-23-11, for details associated with the Warranty Extension.****

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