STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Transfer Case Active Shift Motor Replacement

REFERENCE:	**TSB:** 21-048-24 **GROUP:** 21 - Transmission and Transfercase	**Date:**	August 30, 2024	**REVISION:**	–

VEHICLES AFFECTED:	**2022 - 2024 (DT) RAM 1500 Pickup** **2022 - 2024 (WS) Wagoneer / Grand Wagoneer** • **This bulletin applies to DT vehicles equipped with a Elec Shift On Demand Transfer Case (Sales Code DH8) or a Elect Full-Time 4WD-Mode Only T/Case (Sales Code DHZ).** • **This bulletin applies to WS vehicles equipped with a 2 Speed On Demand Transfer Case (Sales Code DKA) or a Single Speed On Demand Transfer Case (Sales Code DHR).**	**MARKET APPLICABILITY:** ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH
CUSTOMER SYMPTOM:	**Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs):** • C1444-98 - T-Case Motor Overuse-Component Or System Over Temperature. • C1477-4B - Transfer Case Clutch-Over Temperature. **Customers may also comment on the following:** • "4WD Overheated Temporarily Unavailable" message displayed in the Instrument Panel Cluster (IPC).	
CAUSE:	**Transfer case shift motor**	

REPAIR SUMMARY:

This bulletin involves replacing the transfer case shift motor.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-52-53-91	Motor, Transfer Case Shift - Replace (2 - Skilled)	2 - Transmission and Transfer Case	0.5 Hrs. **(DT Only)** 0.4 Hrs. **(WS Only)**
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1	68679351AA	Gear Motor, Transfer Case	Active Shift Motor

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 symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

1. Check for DTCs **C1444-98 or C1477-4B**.
2. Is either DTC **C1444-98 or C1477-4B** present?
   - YES >>> Proceed to Step 3.
   - NO >>> This bulletin does not apply.
3. Does the transfer case have one of the following model codes?
   a. **DT TR0044RP001 'RP'.**
   b. **DT TR0044YF001 'YF'.**
   c. **WSA 2spdTR0054HD001 'HD'.**
   - YES >>> This bulletin does not apply. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info >21 - Transmission and Transfer Case / Transfer Case, Motor, Shift / Removal and Installation.

     NOTE: For transfer cases with any of model codes above, please contact STAR Parts to inform that the Shift Motor is being replaced.
   - NO >>> Proceed to Step 4.
4. Replace the transfer case shift motor. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info >21 - Transmission and Transfer Case / Transfer Case, Motor, Shift / Removal and Installation.
5. Clear all DTCs that may have been set.
6. Road test the vehicle and shift the transfer case into each position to verify it's functioning properly.
7. Did either DTC **C1444-98 or C1477-4B** return?
   - YES >>> Normal diagnostics should be performed.
   - NO >>> This bulletin has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

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