

Technical Service Bulletin (TSB)
Knocking Noise From The Gearbox

REFERENCE:	TSB: 21-043-26 GROUP: 21 - Transmission and Transference	Date:	May 29, 2026	REVISION:	21-032-25
VEHICLES AFFECTED:	2023 - **2026** (JJ) Jeep Avenger **2026 (MW) Jeep Compass** This bulletin applies to vehicles equipped with the: 1.2L EB Turbo 3 Cyl MHEV Eng w/ESS (Sales Code EJE) or the **1.6L I4 EP Turbo PHEV Engine (Sales Code EJQ).**			MARKET APPLICABILITY: ☐ NA☒ **IAP** ☒ **SA**☐ CH ☒ **EE** ☒ **MEA**	
CUSTOMER SYMPTOM:	Customers may comment on the following: Knocking noise from the gearbox heard with the engine speed at idle or fast idle, when parking, in forward or reverse gear with a vehicle speed below 15 km/h (9 mph).				
CAUSE:	Noisy gearbox pinion				

This bulletin supersedes Technical Service Bulletin (TSB) 21-032-25, date of issue May 01, 2025, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional markets, updated model and model year and a new Repair Procedure note.**

DISCUSSION:

This bulletin is to inform customers a knocking noise from the transmission (gearbox), that typically occurs with the engine speed at idle or fast idle, when parking, in forward or reverse gear and with a vehicle speed below 15 km/h (9 mph), **is considered normal operation.**

The noise can be confirmed here:

Access by intranet: http://emedia-service-ds.mpsa.com/DS/IFD/DS/donnees/video/ralenti_vehicle_out.wav

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This knocking noise from the gearbox (transmission) presents no issue and is due to play between the teeth of the gearbox pinions. Crankshaft torsional vibration causes a slight knocking between the pinions, causing the knocking noise.

NOTE: Do not replace any parts for this noise condition.

NOTE: **For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.******

POLICY:

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