

Technical Service Bulletin (TSB)
Time To Change From Reverse Gear To Drive Gear Excessive

REFERENCE:	TSB: 21-046-26 GROUP: 21 - Transmission and Transfer Case	Date:	June 3, 2026	REVISION:	21-056-24
VEHICLES AFFECTED:	**2023 - 2026** (JJ) Jeep Avenger **2026 (MW) Jeep Compass** This bulletin applies to vehicles built with a: **1.2L EB Turbo 3 CYL MHEV Engine W/ESS (Sales Code EJE). 1.6L I4 EP Turbo PHEV Engine (Sales Code EJQ).** 1.2L EB Turbo 3 CYL MHEV Engine (Sales Code EJB).			MARKET APPLICABILITY: ☐ NA☒ **IAP** ☒ **SA**☐ CH ☒ EE ☒ **MEA** NOTE: **This bulletin applies to Enlarged Europe, India & Asia Pacific, Middle East & Africa and South America markets.**	
CUSTOMER SYMPTOM:	Customers may experience the following: Perceived shift delay between Reverse and Drive.				
CAUSE:	Transmission				

This bulletin supersedes Technical Service Bulletin (TSB) 21-056-24, date of issue November 20, 2024, which should be removed from your files. All revisions are highlighted with **asterisks**** and include new model year, model, engines, markets, Market Applicabilty note and Discussion note.**

REPAIR SUMMARY:

This bulletin provides information regarding perceived excessive time to shift between different driving gears.

DISCUSSION:

First gear and reverse gear are on the same input shaft and therefore use the same clutch.

In order to change from reverse gear to "drive" mode or vice versa, the clutch must open (this operation takes 300 milliseconds), reverse gear or first gear must disengage (this operation takes 750 milliseconds), then the clutch must close again (this operation takes 500 milliseconds).

The normal time for engagement of Reverse-to-Drive or Drive-to-Reverse is approximately 1.5 seconds and would be considered operating as designed. Replacement of components will not reduce shift timing. This operation conforms to the product specification. Do not replace parts.

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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