

**Technical Service Bulletin (TSB)**  
**No Switching To Electric Mode**

|                    |                                                                                                                                                                                                                               |       |              |                                                                                                                                                                                                                                                                                                                                                                                                                   |           |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| REFERENCE:         | TSB: 21-048-26<br>GROUP: 21 - Transmission and Transfer Case                                                                                                                                                                  | Date: | June 3, 2026 | REVISION:                                                                                                                                                                                                                                                                                                                                                                                                         | 21-013-25 |
| VEHICLES AFFECTED: | **2023 - 2026 (JJ) Jeep Avenger<br>2026 (MW) Jeep Compass<br>This bulletin applies to vehicles equipped with a 1.2L EB Turbo 3 CYL MHEV Engine (Sales Code EJB) or 1.2L EB Turbo 3 CYL MHEV Engine W/ESS (Sales Code EJE) .** |       |              | MARKET APPLICABILITY:<br><div><input type="checkbox"/> NA<input checked="" type="checkbox"/> MEA</div> <div><input checked="" type="checkbox"/> **SA<input checked="" type="checkbox"/> IAP</div> <div><input checked="" type="checkbox"/> EE<input type="checkbox"/> CH</div><br><b>NOTE:</b> This bulletin applies to the South America, Enlarged Europe, Middle East & Africa, India & Asia Pacific markets.** |           |
| CUSTOMER SYMPTOM:  | The customer must describe the following: <ul style="list-style-type: none"><li>Vehicle not switching to electric mode.</li></ul>                                                                                             |       |              |                                                                                                                                                                                                                                                                                                                                                                                                                   |           |
| CAUSE:             | Gearbox Software                                                                                                                                                                                                              |       |              |                                                                                                                                                                                                                                                                                                                                                                                                                   |           |

**This bulletin supersedes Technical Service Bulletin (TSB) 21-013-25, date of issue January 24, 2025, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include updated vehicles affected and markets.**

**DISCUSSION:**

This Information Only TSB is to inform technicians what to tell the customer when presented with the above customer concern.

No switching to electric mode if one or more of the below conditions below are activated:

- The state of charge of the traction battery is low.
- A customer's request is made to produce cold air using the air conditioning compressor (Requires the operation of the internal combustion engine).
- A customer's request is made to produce hot air (Requires the operation of the internal combustion engine).
- The de-icing request is activated.
- The ventilation is manually adjusted to over 50% for more than five seconds.
- A request to produce a vacuum reserve required for the braking assistance (Requires the operation of the internal combustion engine).
- An external ambient temperature below -32°C (-25.6°F) or above +37°C (89.6°F).

This operation conforms to the product specification; Do not replace parts.

## POLICY:

### Information Only

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