



STAR ONLINE PUBLICATION



Case Number: S2503000001

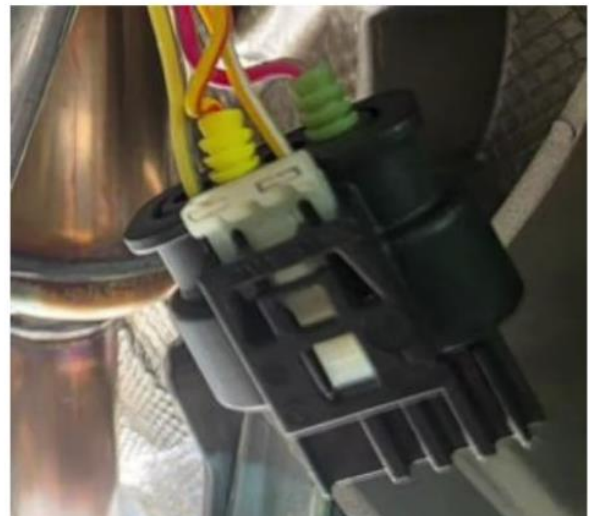
Release Date: June 2026

Models Affected: 2021 – 2026 Grand Cherokee (WL)

Symptom/Vehicle Issue: Service 4WD Message, With Any Combination Of The Following Front Axle Disconnect (FAD) Diagnostic Trouble Codes

Discussion: Some customers may experience a Service 4WD message. Upon further investigation, the technician may find Trouble Codes (DTCs) C1463-94, C1463-92, C1468-11, C1467-29, C1467-22, C1467-12, C1467-11, C1466-13, C1465-12, C1464-11

Reports are being received from both Front Axle Disconnects (FAD), and Transfer Case assemblies being replaced for these DTCs. When tested, these components come back as Trouble Not Found (TNF). If you receive a vehicle in with the above condition/codes, please be sure to follow all normal published diagnostics for the DTCs. **Please note:** In many cases, it was found there were circuit issues (chaffing or open), or connector pins being pushed out involving the FAD circuits/connectors. Please ensure there are no circuit or connector cavity issues before replacing any parts, see (fig 1).



-Fig 1-

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.