

REFERENCE:	TSB: 21-059-26 GROUP: 21 - Transmission and Transfer Case	Date:	August 4, 2026	REVISION:	–
VEHICLES AFFECTED:	2026 (MW) Jeep Compass (Italy) This bulletin applies to vehicles equipped with a 1.6 I4 EP Turbo PHEV Engine (Sales Code EJQ).			MARKET APPLICABILITY: ☐ NA☒ MEA ☒ SA☒ IAP ☒ EE☐ CH NOTE: This bulletin applies to the South America, Enlarged Europe, Middle East & Africa, India & Asia Pacific markets.	
CUSTOMER SYMPTOM:	The customer must describe the following: Poor driveability/shifting when changing from sixth to seventh gear.				
CAUSE:	Gearbox				

DISCUSSION:

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

The transmission's sixth and seventh gears are located on the same gearbox shaft.

In "Manual" mode (gear change with the paddles at the steering wheel), when changing gears, the gearbox ECU memorizes the position of the accelerator pedal, cuts off engine torque (brings the engine speed to the optimum level for a gear change), then changes gear.

Once the gear has been changed, the gearbox ECU requests restoration of the accelerator pedal position memorized at the start of the gear change process.

NOTE: The acceleration cut-off and restoration phases may be more or less abrupt and may be perceived by the driver as hesitation/jolts compared to the other 6 gears that are distributed over the 2 gearbox shafts.

In "Drive" mode, the operation is identical to "Manual" mode, but the gearbox ECU only allows the change from the sixth gear to seventh gear in the following condition:

- At constant speed, at constant load (accelerator pedal position) on a flat road or downhill.

NOTE: In "Drive" mode and in cruise control mode, if the driving conditions change (headwind, driving on a slight slope/false flat, etc.), the gearbox ECU may dictate changing down a gear. In this instance, the transmission shifts from seventh gear directly to fifth gear, bypassing sixth gear. It then shifts from fifth gear to sixth gear when conditions permit. In "Manual" mode, depending on the driver's request, changing down from seventh gear to sixth gear may take place if the speed and load conditions predefined in the gearbox ECU software conform.

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