

DAIMLERCHRYSLER

March 2003

Dealer Service Instructions for:

Safety Recall No. 612 **Steering Gear Assembly**

Models

2004 (WJ) Jeep® Grand Cherokee

NOTE: This recall applies only to certain vehicles built from January 27, 2003 through January 29, 2003 (MDH 012720 through 012919).

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to stop sale and complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

An internal spacer in the steering gear assembly on about 280 of the above vehicles may dislodge and cause increased steering effort. This could reduce steering control and cause an accident without warning.

Repair

The steering gear assembly must be replaced.

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OFFICE OF DEFECTS
INVESTIGATION

Parts Information

IMPORTANT: Due to the small number of involved vehicles, no parts will be distributed to involved dealers. Parts may be ordered as needed to support scheduled repairs.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
1	52088272AG	Steering Gear Assembly
A/R	04883077	Power Steering Fluid
3	34201631	Plastic Rivet*

*A minimum sales quantity of five (5) is required.

Service Procedure

1. Place the front wheels in the straight-ahead position with the steering wheel centered and then lock the steering wheel.
2. Remove the air cleaner assembly.
3. Remove the washer reservoir filler neck retaining screw (Figure 1).
4. Disconnect the washer reservoir hoses from the filler neck. Mark the washer hoses to prevent incorrect installation (Figure 1).
5. Disconnect the power steering pressure and return tubes from the steering gear and cap off the tubes (Figure 2).
6. Remove the steering column coupler shaft bolt and disconnect the steering shaft from the steering gear (Figure 2).
7. Lift the vehicle on an appropriate hoist.
8. Remove the left front wheel and tire assembly from the vehicle.
9. Remove the left side plastic inner fender shield.
10. Remove the front skid plate (if equipped).

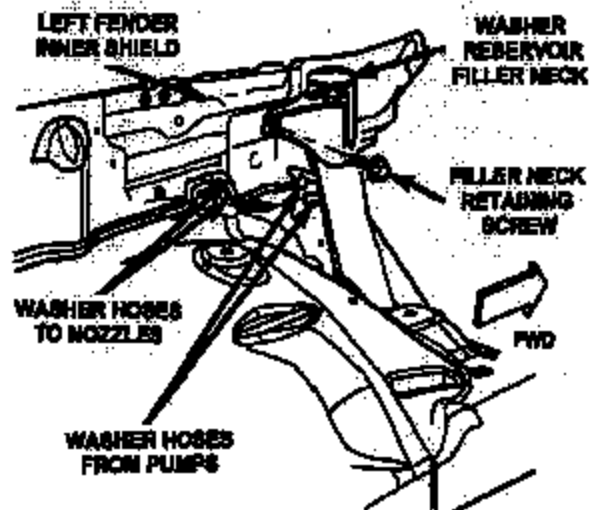


Figure 1

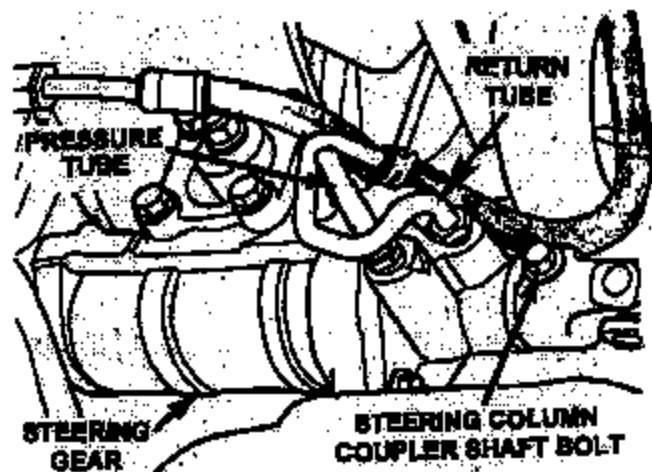


Figure 2

Service Procedure (Continued)

11. Remove the pitman arm nut and lock washer from the pitman shaft. Discard the old pitman arm nut and lock washer.
12. Remove the pitman arm from the pitman shaft with Miller Special Tool C-4150A or equivalent.
13. Disconnect the electrical connectors from both washer pumps.
14. Disconnect the low washer fluid sensor electrical connector.
15. Remove the two fasteners that hold the washer reservoir to the inner fender panel and remove the washer reservoir.
16. Remove the four steering gear mounting bolts (Figure 3).
17. Remove the steering gear from the vehicle and discard.

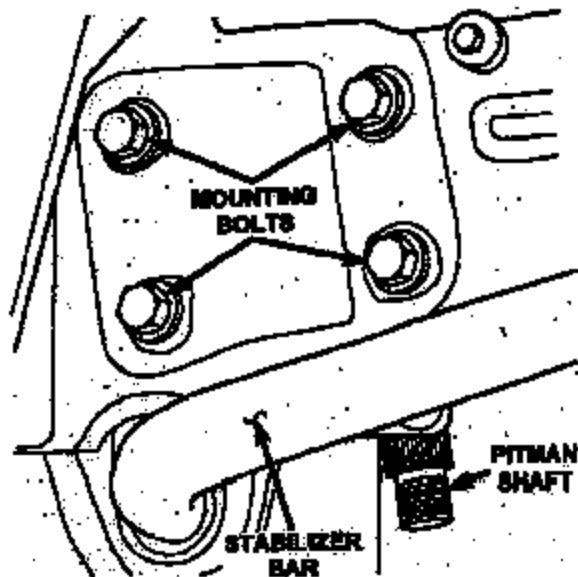


Figure 3

18. Center the new steering gear as follows:
 - a. Place the steering gear in a soft jawed vise and place a drain pan under the gear.
 - b. Remove the plastic shipping caps from the power steering ports on the steering gear.
 - c. Using a 5/8 inch open-end wrench, slowly turn the stub shaft from stop to stop and count the number of turns required (Figure 4).
 - d. Center the stub shaft by rotating it from the stop 1/2 of the total amount of turns.

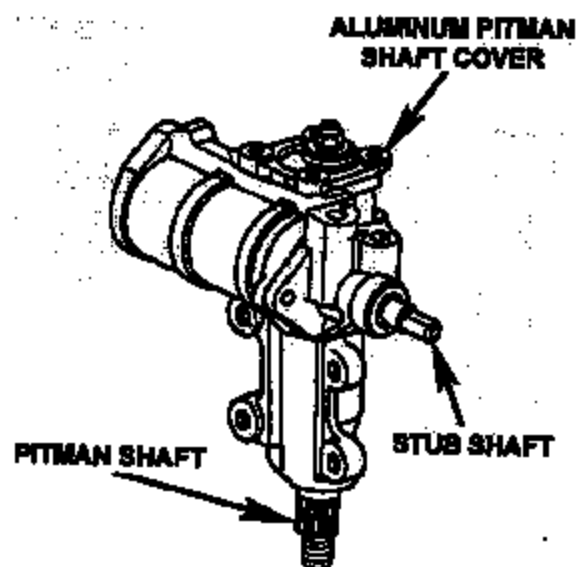


Figure 4

WARNING: Failure to center the new steering gear before installation may cause airbag clockspring damage.

Service Procedure (Continued)

19. Position the new steering gear on the frame rail and install the four mounting bolts. Tighten the four mounting bolts to 80 ft. lbs. (108 N·m).
20. Connect the electrical connectors to both washer pumps and the low fluid level sensor, and then install the washer reservoir. Tighten the washer reservoir retaining screws to 66 in. lbs. (7.4 N·m).
21. Install the pitman arm onto the pitman shaft.

NOTE: The front wheels must be in the straight-ahead position before installing the pitman arm.

22. Install the new lock washer and nut onto the pitman shaft. Tighten the pitman arm nut to 185 ft. lbs. (251 N·m).
23. Install the front skid plate (if equipped). Tighten all of the skid plate bolts to 40 ft. lbs. (54 N·m).
24. Lower the vehicle.
25. Attach the power steering pressure and return tubes to the steering gear (Figure 2). After hand starting the nuts, tighten the tube nut on each power steering tube to 21 ft. lbs. (29 N·m).

Caution: Make sure the O-ring is properly positioned on the end of the power steering tubes before attaching tubes to the steering gear.

IMPORTANT: There must be an air gap between the two power steering lines near the steering gear. Moan/whine noise complaints may result if the lines are touching.

26. Install the steering column coupler onto the stub shaft of the steering gear.
27. Install steering column coupler retaining bolt. Tighten the steering column coupler retaining bolt to 36 ft. lbs. (49 N·m).
28. Install the washer reservoir filler neck support screw (Figure 1).

Service Procedure (Continued)

29. Connect the washer hose connections as marked in step 4 (Figure 1).
30. Install the air cleaner assembly.
31. Install the left side plastic inner fender shield using new plastic rivets.
32. Install the left wheel and tire assembly onto the vehicle. Tighten the lug nuts to 100 ft. lbs. (132 N·m).
33. Perform the following steps to fill the power steering hydraulic system and purge the air from the new steering gear:

- Using a clean shop towel, wipe off any dirt from the power steering fluid reservoir and fill cap area. Remove the fill cap and fill the power steering pump reservoir with Mopar Power Steering Fluid (P/N 04883077) or equivalent. **Do not use automatic transmission fluid.**

NOTE: The power steering fluid level on the dipstick should be at the “COLD” level when the power steering fluid is at normal ambient temperature. Do not overfill the power steering system.

- Raise the front wheels off the ground. With the engine off, slowly turn the steering wheel from stop to stop 20 times to purge the air from the new steering gear. Recheck the power steering fluid level and adjust the fluid level as required.
- Start the engine and allow it to run for a few seconds and then turn off the engine. Check the power steering fluid level and add fluid if necessary. Repeat this procedure and add fluid until the level remains constant after running the engine.

WARNING: The power steering fluid level should be checked with the engine “off” to prevent injury from moving components.

- Lower the front wheels onto the ground, start the engine and turn the steering wheel slowly from stop to stop. Turn off the engine and check the power steering fluid level and adjust the fluid level as required.

NOTE: If the power steering fluid in the reservoir is extremely foamy or milky, allow the vehicle to stand a few minutes and recheck the fluid level.

34. Check the power steering fittings to insure that there are no leaks.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DIAL System. Claims submitted will be used by DaimlerChrysler to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace steering gear assembly (Without front skid plate)	19-C1-21-82	1.2 hours
Replace steering gear assembly (With front skid plate)	19-C1-21-83	1.4 hours

Add the cost of the parts plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Parts Return

Not required.

Dealer Notification and Vehicle List

All dealers will receive a copy of this dealer recall notification letter by first class mail. Two additional copies will be sent through the DCMMS, and DealerConnect/MDS2 will be updated to include this recall in the near future. **Each dealer to whom involved vehicles were invoiced will receive a list of their involved vehicles.** The vehicle list is arranged in Vehicle Identification Number (VIN) sequence. Owners known to DaimlerChrysler are also listed. The lists are for dealer reference in arranging for service of involved vehicles.

DIAL System Functions 53 and VIP

All involved vehicles have been entered to DIAL System Functions 53 and VIP for dealer inquiry as needed.

Function 53 provides involved dealers with an updated VIN list of their incomplete vehicles. The customer name, address and phone number are listed if known. Completed vehicles are removed from Function 53 within several days of repair claim submission. To use this system, type "53" at the "ENTER FUNCTION" prompt and then type "ORDC12".

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

Vehicle Not Available

If a vehicle is not available for service, let us know by filling out the pre-addressed Owner Notification Form or describe the reason on a postcard and mail to:

DaimlerChrysler Corporation
CIMS 482-00-85
800 Chrysler Drive East
Auburn Hills, Michigan 48326-2757

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services Field Operations
DaimlerChrysler Corporation

DAIMLERCHRYSLER

SAFETY RECALL TO REPLACE YOUR VEHICLE'S STEERING GEAR ASSEMBLY

Dear Grand Cherokee Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 2004 model year Jeep® Grand Cherokee vehicles.

The problem is...

An internal spacer in the steering gear on your Grand Cherokee (identified on the enclosed form) may dislodge and cause increased steering effort. This could reduce steering control and cause an accident without warning.

***What DaimlerChrysler
and your dealer will
do...***

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the steering gear assembly. The work will take about 1 ½ hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

***What you must do to
ensure your safety...***

- Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment.
- Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation

C12

***Buckle up
for Safety***