



**NUMBER:** 08-041-14

**GROUP:** Electrical

**DATE:** April 18, 2014

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**HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING “HELP” THEN “HELP CONTENTS” AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW**

**THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 14.03 OR HIGHER TO PERFORM THIS PROCEDURE.**

**SUBJECT:**

Flash: Steering Wheel Vibration At Highway Speeds On Smooth Road

**OVERVIEW:**

This bulletin involves road testing and updating the software in the Electric Power Steering (EPS). If required road force balancing and match mounting the tires and wheels.

**MODELS:**

2013-2014 (PF) Dart

**NOTE: This bulletin applies to vehicles built on or before February 09, 2014 (MDH 0209XX)**

**SYMPTOM/CONDITION:**

A customer may experience a slight shimmy/shake in the steering wheel at speeds of 50 to 70 MPH (80 to 120 KPH). This is most noticeable on smooth roads. This should **NOT** be mistaken for a normal tire vibration felt in the seat and steering wheel or at low speeds.

**DIAGNOSIS:**

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

1-RF33	Hunter GSP9700 Road Force® Diagnostic Systems or equivalent.
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**REPAIR PROCEDURE:**

1. Road test the vehicle at highway speeds between 50 to 70 mph to verify customer complaint.
2. Was a vibration exhibited at the steering wheel?
  - a. Yes >>> Proceed to [Step #3](#).
  - b. No >>> Check for updated software for the EPS module, proceed to [Step #12](#).
3. Inspect tires and wheels for damage, mud or snow packing.

4. Remove all debris, mud, snow or replace tires and wheels if damaged.

**NOTE: Damaged tires and wheels are not reimbursable under warranty.**

5. Verify the vehicle is equipped with the stock wheels and tires, use the vehicle sales codes to validate.
6. Were the original wheels and tires equipped on the vehicle?
  - a. Yes >>> Proceed to [Step #7](#).
  - b. No >>> Proceed to [Step #12](#).

**NOTE: Vehicles that do not have stock tires and wheel are not reimbursable under warranty for balancing and road force match mounting .**

7. Verify all wheel (tape/clip-on) weights are present.
8. Verify and if necessary adjust the tire pressure specified on the vehicle placard/certification label.
9. Verify all wheels and tires do not exceed run out specifications (evaluated by special tools/equipment specified).
10. Perform and record road force variation to all wheel and tire assemblies (evaluated by special tools/equipment specified).
11. Verify all tires and wheels are match mounted to the lower force variation and are properly balanced. Refer to the detailed procedures available in DealerConnect> TechCONNECT under: Service Info> 22- Tires and Wheels> Standard Procedure> Tire and Wheel Balance.

**NOTE: If the dealership does not have a Hunter GSP9700 Road Force® Diagnostic Systems or equivalent sublet the repair to another dealer or independent repair facility that has the proper equipment within 50 miles of your facility. To help locate a road force balancer go to this web site ([www.gsp9700.com/search/findgsp9700.cfm](http://www.gsp9700.com/search/findgsp9700.cfm)) to help find one in your area.**

12. Flash the EPS module. Use the wiTECH Diagnostic Application for flashing the module is made available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
13. Using the wiTECH perform a Proxi Alignment for the EPS module.
14. Using the wiTECH perform an EPS relearn.
15. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.
16. Road test the vehicle, has the steering wheel vibration condition been eliminated?
  - a. Yes >>> This bulletin has been completed, return the vehicle to the customer.
  - b. No >>> This bulletin has been completed, normal vibration diagnostic procedures need to be performed.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
22-40-02-9D	Road Test / Module, Electric Power	4 - Chassis	0.6 Hrs

	Steering (EPS) - Reprogram (1- Semi Skilled)		
22-40-02-9E	Road Test / Module, Electric Power Steering (EPS) - Reprogram / and Wheel Balance, Road Forced Variation - All Four Tires (1- Semi Skilled)	4 - Chassis	1.1 Hrs.
22-40-02-9F	Road Test / Module, Electric Power Steering (EPS) - Reprogram / Wheel Balance, Road Forced Variation - All Four Tires w/ (1) Match Mount Wheel to Tire (1- Semi Skilled)	4 - Chassis	1.2 Hrs
22-40-02-9G	Road Test / Module, Electric Power Steering (EPS) - Reprogram / Wheel Balance, Road Forced Variation - All Four Tires w/ (2) Match Mount Wheel to Tire (1- Semi Skilled)	4 - Chassis	1.3 Hrs
22-40-02-9H	Road Test / Module, Electric Power Steering (EPS) - Reprogram / Wheel Balance, Road Forced Variation - All Four Tires w/ (3) Match Mount Wheel to Tire (1- Semi Skilled)	4 - Chassis	1.4 Hrs
22-40-02-9J	Road Test / Module, Electric Power Steering (EPS) - Reprogram / Wheel Balance, Road Forced Variation - All Four Tires w/ (4) Match Mount Wheel to Tire (1- Semi Skilled)	4 - Chassis	1.5 Hrs

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 10 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

***FAILURE CODE:***

ZZ	Service Action
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