



NUMBER: 08-122-19

GROUP: 08 - Electrical

DATE: December 6, 2019

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SUBJECT:

Additional Repair Steps After the Steering Gear or Pump was Replaced

OVERVIEW:

This bulletin will help to determine if additional repair steps are needed for the steering gear or Electric Hydraulic Power Steering (EHPS) pump replacement.

CAUTION! If the EHPS software is updated and the sales code is added without steering gear replacement, this will cause undesirable steering feel.

MODELS:

2018 - 2019 (JL) Jeep Wrangler

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, LATAM and EMEA.

NOTE: This bulletin applies to vehicles equipped with Long Wheel Base (Sales Code 595).

SYMPTOM/CONDITION:

A customer or technician has replaced the steering gear or EHPS pump, for any reason.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Was the vehicle built on or before June 13, 2019?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> Proceed to [Step 3](#).
2. Which part was replaced?
 - The steering gear was replaced, proceed to [Step 4](#).
 - The EHPS pump was replaced. No other repair will need to be performed. This bulletin has been completed.

3. Which part was replaced?

- The steering gear was replaced, No other repair will need to be performed. This bulletin has been completed.
- The EHPS pump was replaced, proceed to [Step 4](#).

CAUTION! If the EHPS software is updated and the sales code is added without steering gear replacement, this will cause undesirable steering feel. To correct this, delete sales code 5SY and perform Restore Vehicle Reconfiguration.

- Reprogram the EHPS with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
- Check the vehicle's Sales Codes. Does it have Sales Code 5SY?
 - YES >>> Proceed to step [Step 7](#).
 - NO >>> Proceed [Step 6](#).
- Add Sales Code 5SY to the vehicle list. Go to DealerCONNECT > Service > Warranty Administration > Vehicle Option Update.
- Using wiTECH 2, perform "Restore Vehicle Configuration" routine. This routine can be found in Guided Diagnostics. Follow all screen prompts to complete this routine.
- Clear any DTCs that may have been set in any module due to performing a Restore Vehicle Reconfiguration.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-56-96	Module, Electric Power Steering (EHPS) Reprogram, Add 5SY and Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

The dealer must use failure code CC with this Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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