



NUMBER: 08-034-20

GROUP: 08 - Electrical

DATE: March 7, 2020

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This bulletin supersedes Service Bulletin 08-092-19, dated September 18, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional Diagnostic Trouble Code (DTC) and LOP.**

SUBJECT:

Flash: Electric Power Steering (EPS) Module Enhancements

OVERVIEW:

This bulletin involves updating the EPS module with the latest available software.

MODELS:

2019 (KL) Jeep Cherokee

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

SYMPTOM/CONDITION:

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that the following DTCs have been set:

- ****C1592-01 - Electronic Power Steering Motor Circuit - General Electrical Failure. ****
- C2217-00 - Electric Power Steering Module Internal.

NOTE: If C2217-00 is active and there is no steering assist with the engine running, this Bulletin does not apply. Normal diagnosis should be performed.

In addition, customers may experience one or more of the following concerns:

- Vehicle may have a slight pull during heavy acceleration.

NOTE: The vehicle pull mentioned only applies to a potential torque steer condition which may occur under heavy acceleration. All other vehicle pulling symptoms need to be diagnosed separate from this bulletin.

- The customer may experience a warning notification "Service Power Steering" in the Electronic Vehicle Information Center (EVIC).

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 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 or if the technician finds the DTC, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the EPS module with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Cycle ignition to "Run" position.
3. Using wiTECH 2, perform a Proxi Configuration Alignment. This routine is outlined in the diagnostic scan tool for Proxi Configuration Alignment under the Body Control Module (BCM) Miscellaneous Functions menu.
4. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

NOTE: Inform the customer that they may notice some steering pull until the system relearns and compensates for this condition. The customer can relearn Torque Steer Values by performing 3 to 4 low speed hard accelerations.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-56-9A	Module, Electric Power Steering (EPS) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 minute. Actual flash download times may be affected by vehicle connection and network capabilities.

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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