



**NUMBER:** 08-179-21

**GROUP:** 08 - Electrical

**DATE:** November 25, 2021

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**This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-169, date of issue November 25, 2021. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.**

**SUBJECT:**

Flash: Electric Power Steering (EPS) Module Updates

**OVERVIEW:**

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

**MODELS:**

2021 (WL) Jeep Grand Cherokee

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

**NOTE: This bulletin applies to vehicles built on or before November 17, 2021 (MDH 1117XX).**

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

- Lack of steering assist.
- Electric Power Steering (EPS) MIL illuminated.

**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 one listed are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

**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.

**CAUTION!** The supplier of this EPS ECU has determined the part number may change to a non expected part number if the flash reprogramming session is aborted or fails. If this occurs the EPS cannot be reflashed from this state and the EPS will need to be replaced. This is an EPS ECU issue and should not be mistaken for a wiTECH tool issue.

1. Is the vehicle on the RRT VIN list?
  - YES>>> Proceed to [Step 2](#).
  - NO>>> Proceed to [Step 3](#).
2. Does the EPS have the latest software already installed?
  - YES>>> This bulletin has been completed, use inspect LOP (18-19-56-9E) to close the active RRT.
  - NO>>> Proceed to [Step 3](#).
3. 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.
4. Wait 2 minutes after the EPS flash has been completed.
5. Perform a EPS reset in the Guided Diagnostics menu from wiTECH.

**NOTE:** If the EPS module is not reset, this may cause the EVIC to display a service the ALM (Active Lane Management) message.

6. To perform an EPS reset with wiTECH - Go to the Guided Diagnostics menu --> Select Reset ECU --> Select "EPS" from the list of modules --> Click "Continue" at the bottom of the page then follow the wiTECH prompts.
7. 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.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-56-9E	Module, Electric Power Steering (EPS) - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-56-9F	Module, Electric Power Steering (EPS) - Inspect, Reprogram and Proxy Align (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 2 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

**FAILURE CODE:**

The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. **The “RF” failure code must be used on an RRT.**
- 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 must be supplied.

RF	Required Flash - RRT
CC	Customer Concern