



NUMBER: 08-101-22

GROUP: 08 - Electrical

DATE: April 30, 2022

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SUBJECT:

Flash: Electric Power Steering (EPS) Updates

OVERVIEW:

This bulletin involves reprogramming the EPS with the latest available software.

MODELS:

2021 - 2022	(WK)	Jeep Grand Cherokee
2021 - 2022	(WD)	Dodge Durango

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

NOTE: This bulletin applies to vehicles equipped with 2 Speed on Demand Transfer Case (Sales Code DKA).

SYMPTOM/CONDITION:

Customers may experience the following after exiting flat tow mode:

- The vehicle will not have EPS assist.

NOTE: After exiting Flat Tow Mode by switching the transfer case out of neutral, but not perform an ignition cycle, the vehicle will have no power steering assist. Power steering will come back after an ignition cycle.

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 the customer describes the symptom/condition listed above 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.

CAUTION! The supplier of this EPS ECU has determined that this EPS will not recover if the flash reprogramming process is interrupted or aborted. Any interruptions of the flash process may render the ECU Inoperable. Please make sure the battery is sufficiently charged and complete the ECU flash without any interruptions This is an EPS ECU issue and should not be mistaken for a wiTECH tool issue.

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 the ignition off for 30 seconds.
3. 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
18-19-56-9J	Module, Electric Power Steering (EPS) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 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 use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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