

REFERENCE:	TSB: 08-004-23 GROUP 08 - Electrical	Date:	January 6, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee This bulletin applies to vehicles built on or before December 10, 2022 (MDH 1210XX).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input checked="" type="checkbox"/> MEA
				<input checked="" type="checkbox"/> SA	<input checked="" type="checkbox"/> IAP
				<input checked="" type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	The customer may experience the following: <ul style="list-style-type: none"> A low frequency EPS motor noise during low speed steering maneuvers which may be more noticeable at higher ambient and system temperatures. 				
CAUSE:	EPS software				

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-56-9R	Module, Electric Power Steering (EPS) - Reprogram and EPS Reset (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure code	CC	Customer Concern	

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

- If the customer's concern matches the SYMPTOM 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.

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, perform the repair procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

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.

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. Wait 2 minutes after the EPS flash has been completed.
3. Perform a EPS reset in the Guided Diagnostics menu from wiTECH.

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

4. 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.
5. 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.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.