

REFERENCE:	TSB: 19-004-23 REV. A GROUP 19 - Steering	Date:	May 23, 2023	REVISION:	19-004-23
VEHICLES AFFECTED:	2021 - 2023 (WL) Jeep Grand Cherokee This bulletin applies to vehicles built on or after December 03, 2020 (MDH 1203XX) **and on or before April 27, 2023 (MDH 0427XX)** .	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA		<input type="checkbox"/> MEA	
		<input type="checkbox"/> SA		<input type="checkbox"/> IAP	
		<input type="checkbox"/> EE		<input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	<p>The customer may experience one or more of the following:</p> <ul style="list-style-type: none"> • A popping noise can be heard when turning, while in the driver seat. • One or both of the tie rod boots are extended, or compressed (Fig. 1) . 				
CAUSE:	Pressure differential inside the tie rod boot.				

This bulletin supersedes Technical Service Bulletin (TSB) 19-004-23, date of issue March 30, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated build date and RSU number.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) ****23-149, date of issue May 23, 2023****. All applicable RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.



Fig. 1
Extended Or Compressed Tie Rod Boot

REPAIR SUMMARY:

This bulletin involves removing the small tie rod boot clamp and venting the tie rod boot.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
19-00-05-9B	Boot, Steering Gear - Vent (2 - Skilled)	19 - Steering	0.3 Hrs.
Failure Code	ZZ	Service Action	

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Perform this Repair Procedure to one side only, it should not be necessary to do both sides. The following steps will "burp" the excessive air from inside both tie rod boots.

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>04 - Vehicle Quick Reference / Hoisting / Standard Procedure.

NOTE: There is an equalization tube on the gear, performing Step 2 on one side is all that would be required.

2. Remove the small tie rod boot clamp from the inner tie rod (Fig. 2) .

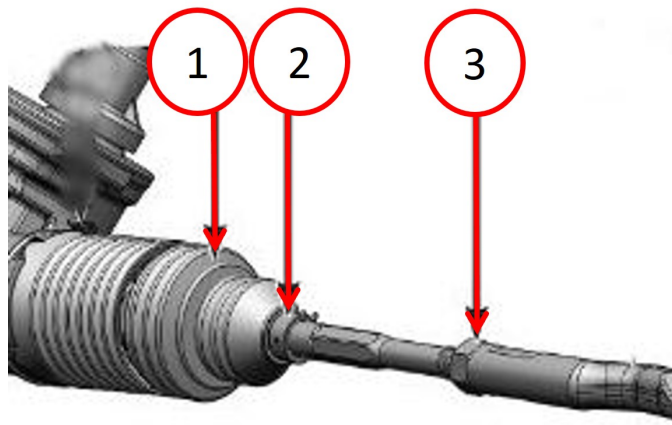


Fig. 2
Tie Rod Assembly

- 1 - Inner Tie Rod Boot
- 2 - Small Clamp
- 3 - Tie Rod Jam Nut

3. Pull the tie rod boot outwards towards the jam nut (Fig. 2) , so the end of the boot passes the hex portion of the tie rod. **This will break the seal and allow the tie rod boots to breath and equalize. A hiss of air escaping may be heard.**
4. Install the tie rod boot back into the groove on the inner tie rod (Fig. 2) . Verify the boot is in the groove.
5. Install the small tie rod boot clamp on the tie rod (Fig. 2) .
6. Lower the vehicle.

POLICY:

Reimbursable within the provisions of the warranty.

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