

REFERENCE:	TSB: 19-003-24 GROUP: 19 - Steering	Date:	December 4, 2024	REVISION:	—
VEHICLES AFFECTED:	2024 (RU) Chrysler Pacifica / Voyager 2024 (WD) Dodge Durango This bulletin applies to: <ul style="list-style-type: none"> • RU vehicles built on or after April 30, 2024 (MDH 0430XX) and on or before May 14, 2024 (MDH 0514XX). • WD vehicles built on or after April 12, 2024 (MDH 0412XX) and on or before June 29, 2024 (MDH 0629XX). 	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA		<input checked="" type="checkbox"/> MEA	
		<input type="checkbox"/> SA		<input type="checkbox"/> IAP	
		<input checked="" type="checkbox"/> EE		<input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): <ul style="list-style-type: none"> • C2217-00 - Electric Power Steering Module Internal. The customer may comment on the following: <ul style="list-style-type: none"> • Loss of power steering and Electric Power Steering (EPS) lamp on in the Instrument Panel Cluster (IPC). 				
CAUSE:	Steering gear assembly				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-24-163, date of issue December 04, 2024.

REPAIR SUMMARY:

This bulletin involves replacing the steering gear assembly and performing an alignment.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
19-00-05-9C	Gear, Steering - Replace (WD Only) (2 - Skilled)	19 - Steering	4.8 Hrs.
19-00-05-9D	Gear, Steering - Replace (RU Only) (2 - Skilled)	19 - Steering	3.9 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68594292AB	Gear Assy - Steering Rack & Pinion Electric	WD Only
1 (AR)	68594293AB	Gear Assy - Steering Rack & Pinion Electric	WD Only
1 (AR)	68594294AB	Gear Assy - Steering Rack & Pinion Electric	WD Only
1 (AR)	68594299AB	Gear Assy - Steering Rack & Pinion Electric	WD Only
1	06503210	Pinch Bolt	
6	06511398AA	Hex Lock - M14 X 1.50	Stabilizer Link Lower Nuts, Upper Nuts and Upper Ball Joint Nuts
2	06512111AA	Lower Control Arm Bolt	
2	06511971AA	Lower Control Arm Nut	
6	06104414AA	Shear Bracket Bolts	
2	06512602AA	Sway Bar Link Nuts	
4	06511822AA	Cradle to Body Mount Bolts	RU Only
4 (AR)	68671283AA	Halfshaft Nuts	RU Only
2 (AR)	06509298AA	Halfshaft Nuts	WD Only
4	68271967AA	Exhaust Gasket	RU Only
4	06511823AA	Rear Cradle Bolts	RU Only

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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

NOTE: This is not a proactive repair. This Repair Procedure is to only be performed under this RSU if the vehicle exhibits the symptom/conditions listed in this document.

1. Replace the steering gear assembly. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 19 - Steering / Gear / Tie Rod, Steering / Removal / Installation.
2. Clear all DTCs.

POLICY:

Reimbursable within the provisions of the warranty.

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