



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: After Electric Power Steering (EPS) Replacement, Diagnostic Trouble Code (DTC) C221C-00 ECU Not Programmed/Flash Required Is Set

Model Affected: 2021 Jeep Grand Cherokee (WL)

Customer Complaint/Technician Observation: After service replacement of the EPS ECU programming codes may be set. Technicians may find the EPS flash screen in wiTECH does not show any applicable flashes.

Discussion: Once the new generic EPS is installed and wiTECH is plugged in, a background software process to update the wiTECH flash table begins. This can take up to overnight to process and populate the new flash on wiTECH. This will impact the time a customer can expect a repair to take. The vehicle should be held and not returned to the customer until the flash populates on wiTECH and is flashed into the replacement EPS.

<<<Note>>> The vehicle can be moved from the work bay while waiting for the flash table to process.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found