

## Technical Service Bulletin (TSB)

### Loss Of Electric Power Steering

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |                  |                                                                                                                                                                                                                                                                                                                                                                            |                  |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| REFERENCE:         | TSB: 19-007-25<br>GROUP: 19 - Steering                                                                                                                                                                                                                                                                                                                                                                                                                             | Date: | October 22, 2025 | REVISION:                                                                                                                                                                                                                                                                                                                                                                  | 19-003-24 REV. A |
| VEHICLES AFFECTED: | 2024 (RU) Chrysler Pacifica / Voyager<br>2024 (WD) Dodge Durango<br>This bulletin applies to: <ul style="list-style-type: none"><li>• RU vehicles built on or after April 30, 2024 (MDH 0430XX) and on or before December 21, 2024 (MDH 1221XX).</li><li>• WD vehicles built on or after April 12, 2024 (MDH 0412XX) and on or before June 29, 2024 (MDH 0629XX).</li></ul>                                                                                        |       |                  | MARKET APPLICABILITY:<br><div><input checked="" type="checkbox"/> NA<input checked="" type="checkbox"/> MEA</div> <div><input type="checkbox"/> SA<input type="checkbox"/> IAP</div> <div><input checked="" type="checkbox"/> EE<input type="checkbox"/> CH</div><br>NOTE: **This bulletin applies to the North America, Enlarged Europe and Middle East & Asia markets.** |                  |
| 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"><li>• C2217-00 - Electric Power Steering Module Internal.</li></ul> The customer may comment on the following: <ul style="list-style-type: none"><li>• Loss of power steering and Electric Power Steering (EPS) lamp on in the Instrument Panel Cluster (IPC).</li></ul> |       |                  |                                                                                                                                                                                                                                                                                                                                                                            |                  |
| CAUSE:             | Steering gear assembly                                                                                                                                                                                                                                                                                                                                                                                                                                             |       |                  |                                                                                                                                                                                                                                                                                                                                                                            |                  |

This bulletin supersedes Technical Service Bulletin (TSB) 19-003-24 REV. A, date of issue December 05, 2024, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include a Market Note, updated Spare Parts table, Diagnosis section and Failure Code.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 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<br><b>(WD Only)</b><br>(2 - Skilled) | 19 - Steering  | 4.8 Hrs.   |
| 19-00-05-9D         | Gear, Steering - Replace<br><b>(RU Only)</b><br>(2 - Skilled) | 19 - Steering  | 3.9 Hrs.   |
| Failure Code        | <b>**ZY**</b>                                                 | Service Action |            |

**SPARE PARTS:**

| Qty      | Part No.   | Description                                 | Notes                                                            |
|----------|------------|---------------------------------------------|------------------------------------------------------------------|
| **1 (AR) | 68594336AB | Gear Assy - Steering Rack & Pinion Electric | <b>RU Only</b>                                                   |
| 1 (AR)   | 68594338AB | Gear Assy - Steering Rack & Pinion Electric | <b>RU Only</b>                                                   |
| 1 (AR)   | 68594339AB | Gear Assy - Steering Rack & Pinion Electric | <b>RU Only**</b>                                                 |
| 1 (AR)   | 68594292AB | Gear Assy - Steering Rack & Pinion Electric | <b>WD Only</b>                                                   |
| 1 (AR)   | 68594293AB | Gear Assy - Steering Rack & Pinion Electric | <b>WD Only</b>                                                   |
| 1 (AR)   | 68594294AB | Gear Assy - Steering Rack & Pinion Electric | <b>WD Only</b>                                                   |
| 1 (AR)   | 68594299AB | Gear Assy - Steering Rack & Pinion Electric | <b>WD Only</b>                                                   |
| 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                  | <b>RU Only</b>                                                   |
| 4 (AR)   | 68671283AA | Halfshaft Nuts                              | <b>RU Only</b>                                                   |
| 2 (AR)   | 06509298AA | Halfshaft Nuts                              | <b>WD Only</b>                                                   |
| 4        | 68271967AA | Exhaust Gasket                              | <b>RU Only</b>                                                   |
| 4        | 06511823AA | Rear Cradle Bolts                           | <b>RU Only</b>                                                   |

**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 any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.\*\***

**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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