

Technical Service Bulletin (TSB)
Flash: Electric Power Steering (EPS) Module Updates

REFERENCE:	TSB: 08-227-24 GROUP: 08 - Electrical	Date:	November 1, 2024	REVISION:	—
VEHICLES AFFECTED:	2024 (WS) Grand Wagoneer/Wagoneer			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	The customer may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following Diagnostic Trouble Codes (DTCs): • C2217-00 - Electric Power Steering Module Internal. • C221F-00 - ECU Not Initialized. • C1592-00 - Electronic Power Steering Motor Circuit. • C1593-00 - Steering Torque Sensor Circuit.				
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
18-19-56-90	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 Diagnostic Trouble Codes (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: 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.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

NOTE: Make sure vehicle is connected to the external battery charger for stable power source.

1. Reprogram the EPS module with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. Wait two minutes after the EPS flash has been completed.
3. Perform an 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 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. Using wiTECH, perform proxy alignment for EPS module. This routine is available under the 'Guided Diagnostics' tab found on the home, 'Vehicle View' page of wiTECH.

NOTE: Please select "Align specific ECU" option and perform proxy configuration alignment for the EPS module , regardless of wiTECH screen is showing no ECU to align at this time.

6. Please select "Align specific ECU" option and perform proxy configuration alignment for the EPS module , regardless of wiTECH screen is showing no ECU to align at this time.

NOTE: If the proxy configuration alignment is not performed DTC C221F-00 will set.

7. Perform another EPS reset in the Guided Diagnostics menu from wiTECH.
8. To perform an EPS reset in the guided diagnostics menu from 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.
9. 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.

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