



**NUMBER:** 19-002-03

**GROUP:** Steering

**DATE:** Feb. 28, 2003

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**SUBJECT:**

Power Steering Moan or Whine-Like Sound When Turning

**OVERVIEW:**

This bulletin involves eliminating hose contact by separating the low and high pressure power steering hoses at the steering gear.

**MODELS:**

2002 - 2003 (WJ) Grand Cherokee (Domestic Markets)  
2002 - 2003 (WG) Grand Cherokee (International Markets)

**NOTE: THIS BULLETIN APPLIES TO DOMESTIC GRAND CHEROKEE VEHICLES EQUIPPED WITH A 4.7L OR 4.7L H.O. ENGINE (SALES CODES EVA OR EVC) AND BUILT PRIOR TO NOVEMBER 15, 2002 (MDH 1115XX), AND DOMESTIC VEHICLES EQUIPPED WITH A 4.0L ENGINE (SALES CODE ERH) AND BUILT PRIOR TO FEBRUARY 12, 2003 (MDH 0212XX).**

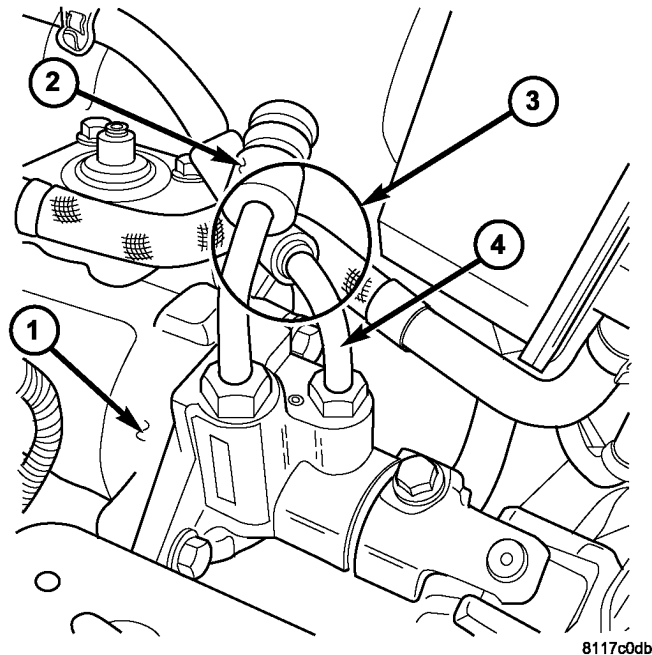
**NOTE: THIS BULLETIN APPLIES TO INTERNATIONAL GRAND CHEROKEE VEHICLES EQUIPPED WITH A 4.7L OR 4.7L H.O. ENGINE (SALES CODES EVA OR EVC) AND BUILT PRIOR TO OCTOBER 10, 2002 (MDH 1010XX), AND INTERNATIONAL VEHICLES EQUIPPED WITH A 4.0L ENGINE (SALES CODE ERH) AND BUILT PRIOR TO FEBRUARY 02, 2003 (MDH 0202XX).**

**SYMPTOM/CONDITION:**

The customer while driving may experience a moan or whine-like sound when turning. The condition may occur when either a left or right turn is made.

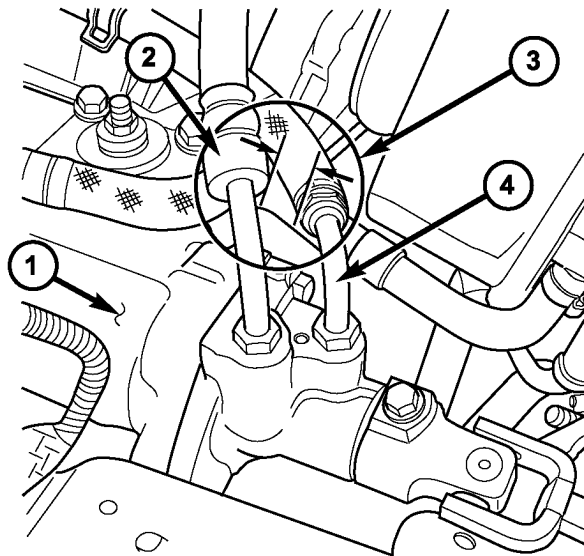
**DIAGNOSIS:**

1. With the transmission in park and the parking brake set, start the vehicle engine.
2. Slowly turn the steering wheel in one direction and then in the other direction.
3. If a loud moan or whine-like sound occurs during step 2, inspect the low pressure outlet hose and high pressure inlet hose for possible hose contact in the area of the steering gear assembly (Fig. 1).
4. If hose contact is present between the low and high pressure power steering hoses, perform the Repair Procedure.

**REPAIR PROCEDURE:****Fig. 1 EXAMPLE OF HOSE CONTACT**

- 1 - Power Steering Gear Assembly
  - 2 - High Pressure Inlet Power Steering Hose
  - 3 - Location of Possible Hose Contact
  - 4 - Low Pressure Outlet/Return Power Steering Hose
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1. Clean the top of the power steering gear assembly where the hose connections are located.
2. Slightly loosen the low and high pressure power steering hoses at their connection to the power steering gear assembly.
3. Position each hose so that no contact between the two hoses is present. Maintain a minimum distance of 3.2 mm (0.125 inches) between the two hoses. Do not separate the two hoses too far or possible hose contact with other vehicle components (i.e. air box snorkel) may occur. (Fig. 2)
4. Tighten both hose connections to 22.5 Nm (17 ft. lbs.).



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**Fig. 2 HOSES SPACED TO PREVENT CONTACT**

- 1 - Power Steering Gear Assembly
- 2 - High Pressure Inlet Power Steering Hose
- 3 - Separate Hoses By A Minimum Of 1/8 inch To Prevent Contact
- 4 - Low Pressure Outlet/Return Power Steering Hose

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Amount
19-50-10-93	Realignment power steering hoses	0.2 Hrs.

**FAILURE CODE:**

XX	Service Adjustment
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