



NUMBER: 22-002-13

GROUP: Tires and wheels

DATE: September 18, 2013

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SUBJECT:

Steering Wheel Vibration at Highway Speeds

OVERVIEW:

This bulletin involves road testing, tire balance measuring, road force variation and if necessary replacing tires for vehicles with less than 1,000 miles or 1609.34 kilometers. If Michelin tires are request the vehicle control module is required to be replaced and flashed to software to match the Michelin tire speed rating.

MODELS:

2011-2014 (WK) Grand Cherokee (Middle East Only)

NOTE: This bulletin applies to vehicles having less than 1609.34 kilometers equipped with 18 inch Kumho 265/60R18 BSW ALL TERRAIN TIRES (sales code TVM) sold in the Middle East Region.

PARTS REQUIRED:

Qty.	Part No.	Description
(4)	Not Available	Michelin, P265/60R18 BSW ON/OFF ROAD TIRES (Speed Rating 209 km/h to 190 km/h)

SPECIAL TOOLS/EQUIPMENT REQUIRED:

(1)	Hunter GSP9700 Road Force® Diagnostic System
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REPAIR PROCEDURE:

NOTE: The respective tire manufacture is responsible for any “tire defects”.

1. Road test the vehicle at highway speeds between 80 to 113 km/h to verify customer complaint.
2. Was a vibration exhibited at the steering wheel?
 - a. Yes >>> Proceed to [Step #3](#)
 - b. No >>> Further diagnosis required, this bulletin does not apply.
3. Verify the vehicle is equipped with the original wheels and tires specified by the vehicle sales code (TVM) 18 inch Kumho 265/60R18 BSW ALL TERRAIN TIRES.
4. Were the original wheels and tires equipped on the vehicle?

- a. Yes >>> Proceed to [Step #5](#)
- b. No >>> Return the vehicle to the customer, this bulletin does not apply.
5. Visually check that all wheel (tape/clip-on) weights are present.
6. Verify and adjust the tire pressure specified on the vehicle placard.
7. Inspect tires and wheels for damage or mud packing.
8. Remove all debris, mud, or replace tires and wheels if damaged.

NOTE: If the dealership does not have a Hunter GSP9700 Road Force® Diagnostic Systems or equivalent sublet the repair to another dealer or independent repair facility that has the proper equipment.

9. Verify all tires and wheels are balanced. Refer to the detailed procedures available in DealerConnect> TechCONNECT under: Service Info> 22- Tires and Wheels>Standard Procedure> Tire and Wheel Balance.
10. Verify all wheels and tires do not exceed run out specifications using a Hunter GSP9700 Road Force® Diagnostic Systems or equivalent.
11. Perform and record road force variation to all wheel and tire assemblies using a Hunter GSP9700 Road Force® Diagnostic Systems or equivalent.
12. If the tire and wheel assemblies show excessive road force, replace all four tires.
13. Replace all four tires with factory installed Kumho brand.
14. No speed rating change needed.
15. Does the customer want Kumho brand tires installed?
 - a. Yes >>> Proceed to [Step #17](#)
 - b. No >>> Proceed to [Step #16](#)

NOTE: If the customer refuses the Kumho brand tires ensure the customer understands the Michelin P265/60R18 BSW ON/OFF ROAD TIRES has a lower speed rating (209 km/h to 190 km/h) and it is required the control module be replaced and flashed with a lower speed rated software.

16. Replace all four tires with Michelin P265/60R18 BSW ON/OFF ROAD TIRES (sales code TP5).
 - a. Replace the vehicle control module.
 - b. Flash generic control module with the lower speed rating (209 km/h to 190 km/h) speed rated software.
 - c. Proceed to [Step #18](#)
17. Replace all four tires with the Kumho tires.
18. Repair complete.

POLICY:

Damaged tires and wheels are not reimbursable under warranty.