



**NUMBER:** 02-002-16

**GROUP:** Front Suspension

**DATE:** April 26, 2016

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 02-007-15, DATED NOVEMBER 11, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE ADDITIONAL VEHICLE BUILD DATES.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-110. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

***SUBJECT:***

Steering Wheel Off Center

***OVERVIEW:***

This bulletin involves centering the steering wheel.

***MODELS:***

2015 - 2016      (RT)                      Chrysler Town And Country  
Dodge Caravan  
Ram C/V Tradesman

**NOTE: This bulletin applies to vehicles within the following markets/countries:  
NAFTA, LATAM, EMEA, APAC**

**NOTE: **\*\*This bulletin applies to vehicles built on or after March 30, 2016 (MDH 0330XX) and on or before March 31, 2016 (MDH 0331XX).\*\*****

**NOTE: This bulletin applies to vehicles built on or after July 02, 2015 (MDH 0702XX) and on or before September 09, 2015 (MDH 0909XX).**

***SYMPTOM/CONDITION:***

The customer may describe the steering wheel is off center.

**DIAGNOSIS:**

1. Test drive the vehicle "as is" before making any changes to confirm the steering wheel is off center. Refer to DealerCONNECT> TechCONNECT for the published Service Bulletin specific to diagnosing a "Steering Wheel Not Centered" condition.
2. Was the steering wheel found to be off center?
  - a. YES>>> Continue with the Repair Procedure [Step #1](#).
  - b. NO>>> This Bulletin does not apply. Use LOP (02-00-02-99) to close the active RRT.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. This RRT only applies to vehicles on the RRT VIN list.

**REPAIR PROCEDURE:**

1. Adjust toe to specification in order to center the steering wheel. Refer to the detailed service procedure for setting "Toe" available in DealerCONNECT> TechCONNECT under: Service Info 02 - Front Suspension> Wheel Alignment> Standard Procedure> Wheel Alignment.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
02-00-02-99	Test Drive To Verify Steering Wheel Off Center Condition (2 - Skilled)	4 - Chassis Systems	0.2 Hrs.
02-00-02-9A	Test Drive And Perform Front Wheel Toe Adjustment To Center Steering Wheel (2 - Skilled)	4 - Chassis Systems	0.7 Hrs.

**NOTE: Effective June 28, 2012 Front and Rear-End Wheel Alignment Specifications are required to be entered through Claim Entry and must be submitted on a Warranty (W) Claim when applicable. (Rear End Wheel Alignment Specifications may not always be available and therefore are not required in these instances.)**

**FAILURE CODE:**

ZZ	Service Action
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