



NUMBER: 22-002-12

GROUP: Tires and wheels

DATE: March 17, 2012

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SUBJECT:

Steering Wheel Vibration at Highway Speeds

OVERVIEW:

This bulletin involves road testing, tire balancing, road force variation and if necessary contacting STAR for vehicles less than 12,000 miles.

MODELS:

2011-2012 (LD) Charger

NOTE: This bulletin applies to vehicles having less than 12,000 miles equipped with 20 inch performance tires (sales code TVJ).

SYMPTOM/CONDITION:**DIAGNOSIS:****REPAIR PROCEDURE:**

1. Road test the vehicle at highway speeds between 50 to 70 mph to verify customer complaint.
2. Was a vibration exhibited at the steering wheel?
 - a. Yes>>> Proceed to [Step #3](#).
 - b. No>>> Continue further diagnosis, this bulletin does not apply.
3. Verify the vehicle is equipped with the original wheels and tires specified by the vehicle sales code (TVJ).
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.
5. Verify all wheel (tape/clip-on) weights are present.
6. Verify and if necessary adjust the tire pressure specified on the vehicle placard.
7. Inspect tires and wheels for damage, mud or snow packing.
8. Remove all debris, mud, snow or replace tires and wheels if damaged.

NOTE: Damaged tires and wheels are not reimbursable under warranty.

9. Verify tires are not flat spotted by driving the vehicle above 50 mph for 20 miles.
10. 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.
11. Verify all wheels and tires do not exceed run out specifications (evaluated by special tools/equipment specified).

12. Perform and record road force variation to all wheel and tire assemblies (evaluated by special tools/equipment specified).

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 within 50 miles of your facility. If a sufficient repair facility cannot be located within 50 miles proceed to step Step #15.

13. Move the two lowest radial first harmonic tires to the front and the highest to the rear of the vehicle.
14. Road test the vehicle, has the steering wheel vibration condition been eliminated?
- Yes>>> Return the vehicle to the customer.
 - No>>> Proceed to Step #15.
15. Submit a ticket to the body/chassis group of the Star center for further assistance.

SPECIAL TOOLS/EQUIPMENT REQUIRED:

1-RF33	Hunter GSP9700 Road Force® Diagnostic Systems or equivalent.
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POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
Special Lop 85-80-22-01	Road Testing and Fuel Usage Allowance (Skill Level = C, Training Level = 2)	\$25.00
22-40-02-98	Road Force Variation and Reposition Wheels (Skill Level = C, Training Level = 2)	0.7 Hrs.

FAILURE CODE:

ZZ	Service Action
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