



NUMBER: 19-001-16

GROUP: Steering

DATE: August 16, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-082. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT.

SUBJECT:
Electric Power Steering Gear With Low Assist

OVERVIEW:
This bulletin involves replacing the electric power steering gear assembly.

MODELS:

2016	(DS)	Ram 1500 Pickup
2016	(DX)	Ram Truck (Mexico)

NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA.

NOTE: This bulletin applies to vehicles built on or after March 22, 2016 (MDH 0322XX) and on or before April 09, 2016 (MDH 0409XX).

SYMPTOM/CONDITION:
The customer may notice a low assist or excessive steering effort at lower speeds or parking lot maneuvers.

DIAGNOSIS:
If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68242957AH	Electric Power Steering Gear Assembly

REPAIR PROCEDURE:

1. Replace the power steering gear assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 19 - Steering/Gear, Independent Front Suspension/Removal/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
19-00-05-94	Replace Electric Power Steering Unit With Toe Alignment (4X4 Models) (2 - Skilled)	6 - Electrical and Body Systems	1.3 Hrs.
19-00-05-95	Replace Electric Power Steering Unit With Toe Alignment (4X2 Models) (2 - Skilled)	6 - Electrical and Body Systems	1.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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