



NUMBER: 22-001-16

GROUP: Tires and wheels

DATE: April 28, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-033. 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. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Steering Wheel Vibration At Highway Speeds

OVERVIEW:

This bulletin involves road testing and balancing all four road tire and wheel assemblies.

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 07, 2016 (MDH 0307XX) and on or before March 14, 2016 (MDH 0314XX).

SYMPTOM/CONDITION:

The customer may describe steering wheel vibration while driving at highway speed.

DIAGNOSIS:

If the customer's VIN is on the RRT VIN list, perform the following inspection and road test procedures.

VISUAL INSPECTION:

Visual inspection of the vehicle is recommended prior to road testing or performing any other procedure.

Inspect for the following:

- Verify correct (OEM) wheel and tire, as well as presence of wheel weights.
- Inspect tires and wheels for damage, mud packing and unusual wear; correct as necessary.
- Check and adjust tire air pressure to the pressure listed on the label attached to the driver's door opening.

ROAD TEST:

NOTE: If the vehicle has been sitting for an extended period of time, it is recommended to drive the vehicle to warm the tires. This process could eliminate flat spots that can cause vibration.

Road test the vehicle on a smooth highway road at or near the designated speed that legal speed limits allow. Lightly place hands on steering wheel at the 10:00 and 2:00 positions and observe for:

- Steering wheel oscillation: clockwise/counterclockwise.
- Steering wheel high frequency movement: rapid vibration up and down.
- Seat high frequency movement: rapid vibration up and down.

To rule out vibrations due to brakes or powertrain:

- Lightly apply the brakes at the designated speed; if vibration occurs or is enhanced, vibration is likely due to a brake concern.
- Shift the transmission into neutral while vibration is occurring; if vibration is eliminated, vibration is likely due to a powertrain concern.

SPECIAL TOOLS/EQUIPMENT REQUIRED:

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

1. After road test is the vibration determined in the tire and wheel assembly?
 - a. YES>> Proceed to [Step #2](#).
 - b. NO>> Further diagnosis may be needed. Use LOP (22-40-02-9N) to close the active RRT.
2. Balance all four road tire and wheel assemblies. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>,22 - Tires and Wheels/Standard Procedure> Tire And Wheel Balance.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
22-40-02-9N	Evaluate Steering Wheel Vibration - Road Test (1 - Semi Skilled)	4 - Chassis	0.2 Hrs.
22-40-02-9P	Evaluate Steering Wheel Vibration - Road Test and Balance All Four Wheel and Tire Assemblies (1 - Semi Skilled)	4 - Chassis	0.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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