



NUMBER: 02-002-16

GROUP: Front Suspension

DATE: April 27, 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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