



NUMBER: 02-007-17

GROUP: 02 - Front
Suspension

DATE: June 20, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-048. 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:

2017	(RU)	Chrysler Pacifica
2017	(RT)	Dodge Caravan

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

NOTE: This bulletin applies to vehicles built on or after May 24, 2017 (MDH 0524XX) and on or before May 31, 2017 (MDH 0531XX).

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 (02-00-02-9D) 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. **For RT vehicles:** 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.
2. **For RU vehicles:** 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.

NOTE: On RU vehicles you must also perform the "clear steering pull compensation" routine using wiTECH.

3. Set up wiTECH tool, select the proper wiTECH application for clear steering pull compensation" routine and follow the detailed instructions using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-00-02-9D	Road Test Vehicle to Verify Steering Wheel Off Center Condition (2 - Skilled)	4 - Chassis Systems	0.2 Hrs.
02-00-02-9E	Road Test Vehicle and Perform Front Wheel Toe Adjustment (RT Vehicles) (2 - Skilled)	4 - Chassis Systems	0.7 Hrs.
02-00-02-9F	Road Test and adjust front toe setting and perform "Clear Steering Pull Compensation" routine. (RU Vehicles) (2 - Skilled)	4 - Chassis Systems	0.8 Hrs.

NOTE: Per the warranty administration manual, you are required to document before and after alignment specifications.

FAILURE CODE:

ZZ	Service Action
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