



**NUMBER:** 02-004-19 REV. A

**GROUP:** 02 - Front Suspension

**DATE:** August 30, 2019

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**This bulletin supersedes Service Bulletin 02-004-19, August 17, 2019, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include revised LOPs.**

**This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-059, dated August 17, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.**

***SUBJECT:***

Steering Wheel Off Center

***OVERVIEW:***

This bulletin involves centering the steering wheel.

***MODELS:***

2019 (WD) Dodge Durango

**NOTE: This bulletin applies to vehicles within the following markets/countries: North America and EMEA.**

**NOTE: This bulletin applies to vehicles built on or after March 31, 2019 (MDH 0331XX) and on or before July 22, 2019 (MDH 0722XX).**

***SYMPTOM/CONDITION:***

The customer may describe:

- The steering wheel is off center.

***DIAGNOSIS:***

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.**

1. Test drive the vehicle "as is" before making any changes to confirm the steering wheel is off center. Refer to DealerCONNECT> Service Library for the published Service Bulletin specific to diagnosing a "Steering Wheel Not Centered" condition.
2. Was the steering wheel found to be off center?
  - YES>>> Continue with [Step 1](#) of the Repair Procedure .
  - NO>>> This Bulletin has been completed. Use inspect LOP (\*\*02-00-99-92\*\*) to close the active RRT.

**REPAIR PROCEDURE:**

1. Check and adjust toe as necessary. Refer to the detailed service procedure for setting "Toe" available in DealerCONNECT> Service Library under: Service Info 02 Front Suspension> Wheel Alignment> Standard Procedure> Wheel Alignment>Toe Adjustment.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
**02-00-99-92**	Road Test Vehicle to Verify Steering Wheel Off Center Condition (1 - Semi-Skilled)	4 - Chassis Systems	0.2 Hrs.
02-00-02-9L	Road Test Vehicle and Perform Front Wheel Toe Adjustment (1 - Semi-Skilled)	4 - Chassis Systems	0.7 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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