



## STAR ONLINE PUBLICATION

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**Case Number:** S1819000004

**Release Date:** 03/24/2020

**Symptom/Vehicle Issue:** Shimmy Felt In Front End

### Discussion:

**>>> Note>>> if the complaint is a wander or loose feeling steering refer to S1819000003.**

If the customer complains of a shimmy in the steering wheel after hitting an irregularity in the road surface such as an expansion joint, pothole, bump etc. replace the steering damper with AE level or newer.

**>>>NOTE>>>** Vehicles built after 4/9/2019 are equipped with the new design damper. Ensure the damper is orientated with the bulge down (shown below).

AE level dampers have an orientation direction. See the images below for orientation.

**>>>NOTE>>> AE and later dampers have a purge routine: Off the vehicle with the rod end up.** It is important to prime the new damper by 5 continuous compression – extension stroke cycles by hand, each cycle consists of a full compression and a full extension stroke, without stops as fast as possible. Use large screwdrivers inserted in the bushings to aid in purging. This will allow you to stand on the lower screwdriver to hold the damper stationary and pump the rod end easier. Perform purge before installing.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**

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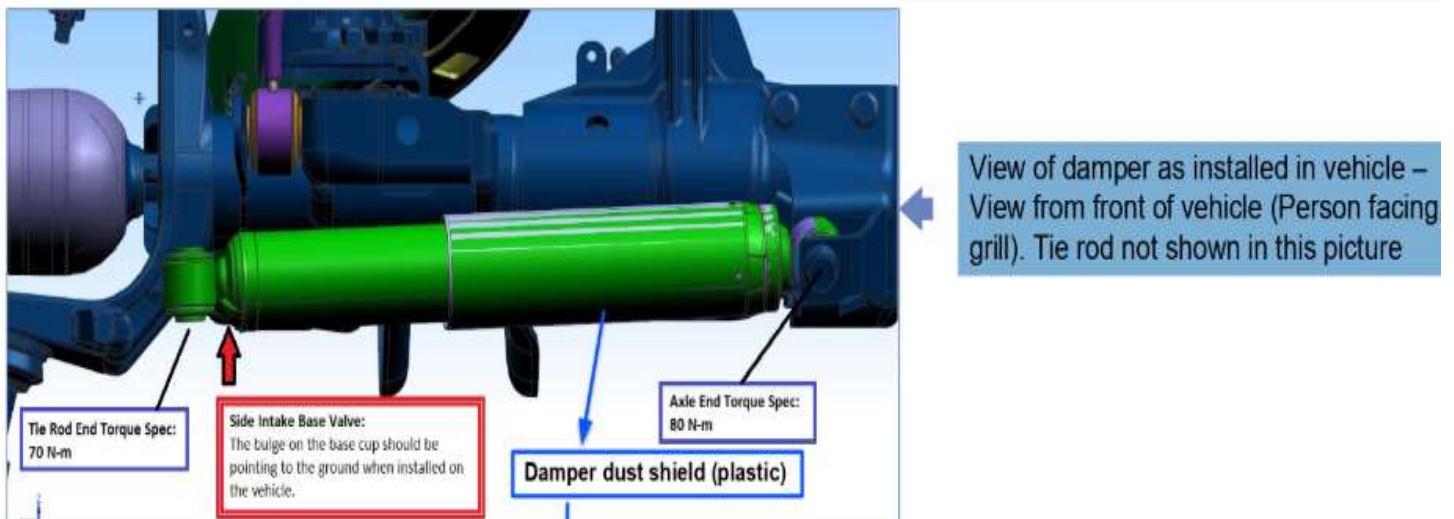


Hand purge to be completed in vertical position off car with the rod up.

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