



NUMBER: 02-002-20

GROUP: 02 - Front Suspension

DATE: October 21, 2020

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 20-076, date of issue October 21, 2020. All applicable Sold and UnSold 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. This RRT will expire 18 months after the date of issue.

SUBJECT:

Steering Wheel Off Center

OVERVIEW:

This bulletin involves adjusting the front toe to correct a steering wheel off center condition. This is due to an inaccurate alignment settings from the plant.

MODELS:

2020 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or after July 08, 2020 (MDH 0708XX) and on or before September 21, 2020 (MDH 0921XX).

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. Is the vehicle an unsold vehicle?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> Proceed to [Step 2](#) of the Inspection Procedure.
2. Customer owned (**sold**) vehicles (**only**), test drive the vehicle to confirm the steering wheel is off center.
3. Is the steering wheel off center?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This Bulletin has been completed. Use inspect LOP (02-00-02-9M) to close the active RRT.

REPAIR PROCEDURE:

1. Adjust the front toe on the vehicle by performing a front wheel alignment. Refer to the detailed service procedures available in DealerCONNECT>Service Library under: Service Info 02 - Front Suspension/Wheel Alignment/Standard Procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-00-99-9B	Road Test Vehicle (Sold Vehicles Only) (1 - Semi-Skilled)	4 - Chassis Systems	0.2 Hrs.
02-00-99-9C	Road Test Vehicle and Perform Front Wheel Alignment (Sold Vehicles Only) (1 - Semi-Skilled)	4 - Chassis Systems	0.8 Hrs.
02-00-02-9D	Front Wheel Alignment (Unsold Vehicles Only) (1 - Semi-Skilled)	4 - Chassis Systems	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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