



NUMBER: 02-001-21 REV. A

GROUP: 02 - Front Suspension

DATE: November 4, 2021

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This bulletin supersedes Technical Service Bulletin (TSB) 02-001-21, date of issue March 26, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include correction to the existing LOP number.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-037, date of issue March 26, 2021. 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 Due to Incorrect Front Wheel Alignment Specifications

OVERVIEW:

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

MODELS:

2021 (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 October 08, 2020 (MDH 1008XX) and on or before March 03, 2021 (MDH 0303XX).

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 inspection.

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 vehicles** on the RRT Vin list, 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 (02-00-99-EE) to close the active RRT.

REPAIR PROCEDURE:

1. Perform 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 |
|----------------------------|--|-----------------------|---------------|
| **02-00-99-9E** | Road Test Vehicle to Verify Steering Wheel Off Center Condition (Sold Vehicles Only) (2 - Skilled) | 4 - Chassis Systems | 0.2 Hrs. |
| 02-00-99-9F | Road Test Vehicle and Perform Front Wheel Alignment (Sold Vehicles Only) (2 - Skilled) | 4 - Chassis Systems | 1.3 Hrs. |
| 02-00-99-9G | Perform Front Wheel Alignment (Unsold Vehicles Only) (2 - Skilled) | 4 - Chassis Systems | 1.1 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|