



**NUMBER:** 19-001-21

**GROUP:** 19 - Steering

**DATE:** May 11, 2021

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**SUBJECT:**

Noise In Steering Column Tailshaft When Turning Steering Wheel

**OVERVIEW:**

This bulletin involves inspecting and replacing the steering column if necessary.

**MODELS:**

2020 - 2021 (DT) RAM 1500 Pickup

**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 July 15, 2020 (MDH 0715XX) and on or before March 02, 2021 (MDH 0302XX).

**SYMPTOM/CONDITION:**

The customer may notice there is a noise coming from the tailshaft of the steering column while turning.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the inspection procedure.

1. Use a stethoscope (or any other form of listening device available to use) to listen to the lower steering shaft near the energy absorbing slip joint, on the interior side, near the front bulkhead, while the steering wheel is being turned.
2. Is the noise coming from the energy absorbing slip joint area of the lower shaft?
  - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
  - NO>>> This Bulletin does not apply. Normal diagnosis should be performed.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	68254102AB	Column, Steering
4 (AR)	04749210AA	Nut, Hex Flange, M8 x 1.25x8.0
1 (AR)	06512008AA	Bolt, M8-1.25x38, Intermediate Shaft To Steering Column
1 (AR)	06511578AA	Nut, Hex Lock, M16 x 1.50, Steering Wheel To Column

**REPAIR PROCEDURE:**

1. Replace the steering column assembly. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 19 - Steering / Column / Removal and Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
19-20-83-9C	Column Assembly, Steering - Replace (2 - Skilled)	6 - Electrical and Body Systems	1.0 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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