



## STAR ONLINE PUBLICATION



**Case Number:** S2219000002

**Release Date:** May 2022

**Symptom/Vehicle Issue:** Steering Stiff For Ignition Cycle

**Customer Complaint/Technician Observation:** Customer may complain the steering may be stiff or more difficult than normal on a startup and does not change while driving. They may also say the concern is improved if the vehicle is shut off for a period of time and restarted. Technician finds the concern difficult to duplicate and no DTC's.

**Discussion:** Using GR8 or MOPAR Essential Tools charger verify battery (or batteries) SOC (state of charge) is 80% or higher. Follow directions given by the charger. Replace any battery that does not pass the charger's testing. If the battery passes testing and is over 80% SOC- engineering is investigating. Replacement of EPS or steering parts may not correct the condition.

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**