

STAR ONLINE PUBLICATION

Case Number: S1819000004 Rev N

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Symptom/Vehicle Issue: Shimmy Felt In Front End

Discussion:

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. Follow the steps below. Read the entire document before performing a repair.

Vehicles built before 11/21/2021 will need to have the steering damper inspected for the part number. If prior to AG (example but not limited to AD, AE, AF) level replace the steering damper with AG level or newer. Then perform the Steering Cycling procedure below. If the damper is already an AG do not replace it again. Perform the Steering Cycling procedure below.

Vehicle build date is 11/21/2021 or after perform the Steering Cycling routine below first prior to making any repair.

Before replacing the AG level steering damper, perform 25 lock-to-lock steering wheel cycling process. This will help purge trapped air from the damper and should resolve the shimmy issue.

<<<Note>>> The AG level design has an internal vent in the guide rod and will self-purge air that can be present as part of the manufacturing process. This purge process may take multiple cycles to purge

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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Steering Cycling:

1. Start with tires straight ahead and engine on
2. Turn steering wheel to the right until it hits the stop (turning rate – appx 180°/sec)
3. Turn the steering wheel to the left until it hits the steering stop (same rate)
4. Return steering wheel to straight ahead position
5. This constitutes 1-cycle, repeat for a total of 25 cycles
6. Test drive vehicle to confirm shimmy is no longer present
7. If shimmy is still present but improved, repeat steering cycling procedure

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