



NUMBER: 19-001-22

GROUP: 19 - Steering

DATE: January 13, 2022

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SUBJECT:

Steering Rack and Pinion - Rattle, Squeak or Clunk Noise

OVERVIEW:

This bulletin involves replacing the two steering rack and pinion mounting fasteners if necessary.

MODELS:

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 September 15, 2020 (MDH 0915XX) and on or before July 31, 2021 (MDH 0731XX).

SYMPTOM/CONDITION:

The customer may notice the following:

- A clunk, squeak or rattle coming from the steering rack and pinion that may be felt through the steering wheel.

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 Repair Procedure.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|------|------------|--------------------------|
| 2 | 06510880AA | Bolt - EPS Rack Mounting |

REPAIR PROCEDURE:

1. Raise the vehicle on the hoist. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 04 - Vehicle Quick Reference/Hoisting/ Standard Procedure.
2. Remove skid plate (if equipped). Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 13 Frame and Bumpers/Under Body Protection/Plate, Skid, Front/Removal and Installation.
3. Remove and discard steering rack and pinion bolts.
4. Install new fasteners and torque to 160 N·m plus 90° (118 ft.lbs. plus 90°).
5. Install skid plate (if equipped). Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 13 Frame and Bumpers/Under Body Protection/Plate, Skid, Front/Removal and Installation.
6. Lower vehicle.
7. Check toe adjustment and steering wheel centering (only), correct if necessary. Refer to the detailed service procedures available in DealerConnect> Service Library under: 02 Front Suspension / Wheel Alignment / Standard Procedure> Toe Adjustment.
8. Using wiTECH, perform the “Clear Steering Pull Compensation” routine. This routine can be found in Electric Power Steering (EPS) Misc Functions.
9. Is a clunk, squeak or rattle still heard?
 - YES>>> Normal diagnosis should be performed.
 - NO>>> Clunk, squeak or rattle is not present. The repair is complete.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------------|----------|
| 19-00-05-9A | Steering Rack and Pinion fasteners- Replace and Align (Set Toe) (2- Skilled) | 6 - Electrical and Body Systems | 0.9 Hrs. |

OPTIONAL EQUIPMENT:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------------|----------|
| 19-00-05-63 | TRX Models / Skid Plate Equipped (2 - Skilled) | 6 - Electrical and Body Systems | 0.2 Hrs. |

FAILURE CODE:

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