



**NUMBER:** 19-004-22

**GROUP:** 19 - Steering

**DATE:** August 19, 2022

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**This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-157, date of issue August 19, 2022. All applicable Un-Sold RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.**

**SUBJECT:**

Steering Wheel Off-Center

**OVERVIEW:**

This bulletin involves re-centering the steering wheel.

**MODELS:**

2022 (WS) Grand Wagoneer/Wagoneer

**NOTE: This bulletin applies to vehicles within the following market/country: North America.**

**NOTE: This bulletin applies to vehicles built on or after January 03, 2022 (MDH 0103XX) and on or before March 03, 2022 (MDH 0303XX).**

**SYMPTOM/CONDITION:**

Customers may experience the steering wheel is off-center.

**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 Diagnostic Trouble Codes (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 a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

1. Road test vehicle. Is the steering wheel off-center?
  - YES>>>Proceed to [Step 1](#) of the Repair Procedure.
  - NO>>> This bulletin has been completed, use inspect LOP (02-00-99-9H) to close the active RSU.

**REPAIR PROCEDURE:**

1. Perform front toe adjustment. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 02 Front Suspension / Wheel Alignment / Standard Procedure> Front Wheel Alignment> Toe adjust.
2. Road test vehicle. Confirm steering wheel is centered.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
02-00-99-9H	Road test, inspect steering wheel centering. (2 - Skilled)	19- Steering	0.2 Hrs.
02-00-99-9J	Road test, inspect steering wheel centering, perform front toe adjustment. (2 - Skilled)	19- Steering	0.8 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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