# WARRANTY BULLETIN

**TO:** Dealer Principal, Service Manager, Service Advisor and Warranty Claims Administrator

**SUBJECT:** Alignment, Toe Adjustment and Steering Wheel Centering – Warranty Claim Entry Update (Rev. B)

**NO:** D-18-28
**DATE:** January 19, 2023

**FOR:** All U.S. Dealers
All U.S. Business Centers

**********Revisions are noted in RED**********

## PURPOSE:

To announce a change to the claim entry procedure for alignments adding the requirement for the Front and Rear, Left/ Right/Final/Before Toe values to be added to the Warranty claim. This ensures that the steering wheel is centered at the end of the alignment.

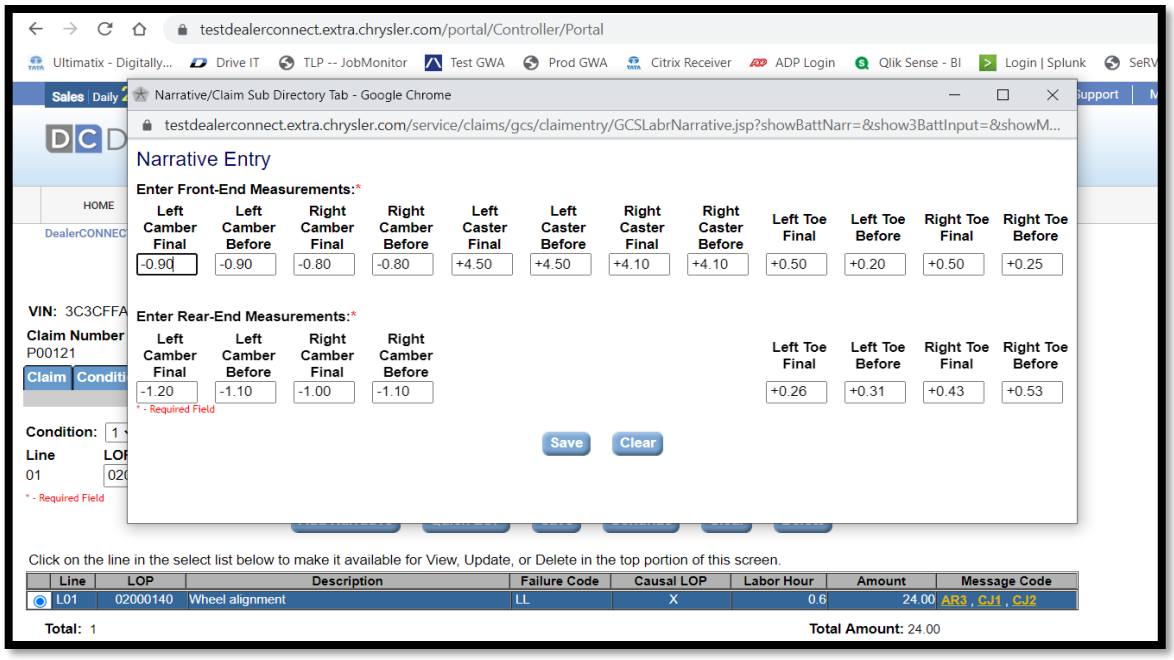
## TIMING:

Effective with repairs received on or after February 9, 2023

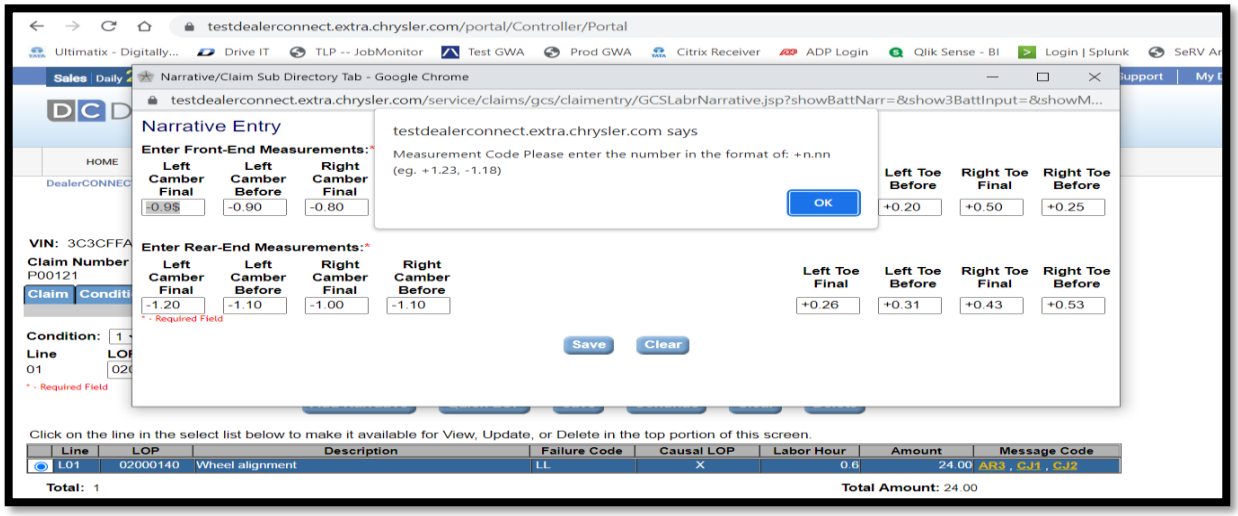
## ACTION:

The dealer will see a change in the Narrative Entry screen for alignment claims starting on February 9, 2023. This change removes the Total Toe requirements. The requirement moving forward is to record the left and right values that make the Total Toe.

The wheel alignment readings are required to be added to the Narrative Entry screen of the claim (see screen print below).



If a value entered is not in the format of +n.nn, an alert message of *"Measurement Code Please enter the number in the format of +n.nn (e.g. +1.23, -1.18)"* will display as illustrated below. Enter all the values in the correct format and select the Save button.




**Wheel alignment and/or toe adjustment / centering the steering wheel can be performed under warranty if the vehicle is evidenced to be out of specification.** If you are charging FCA US for an alignment, you must record the "Before" and "Final" specifications on the back of the hard copy of the RO. As an alternative, it is acceptable to attach "Before" and "Final" printouts from a computerized alignment machine.

- If you add an alignment not anticipated when the Warranty claim was written up and after the customer has signed the RO, the customer MUST be informed prior to the dealer making the repairs; and the RO MUST be initialed with the date and time by the Service Manager/Service Director immediately next to the condition that was added to the technician's copy/RO.

- **If only <u>individual</u> toe measurements are out of specification, a full alignment is not required, only a set toe and center steering wheel is necessary.**
  NOTE: Individual toe specifications are very subjective and can vary depending on the vehicle payload, position of steering wheel, etc. Please consider these factors when validating the customer concern and determining if the concern is warrantable.

  When a customer states a drivability concern, and all alignment specification are according to the service manual and the dealer does a minor "tweak" to satisfy the customer, there are 3 new LOPs that can be used. The new LOPs are:

  - 02-00-01-1A (Front Wheel Alignment – Customer Satisfaction)
  - 02-00-01-1B (Four Wheel Alignment – Customer Satisfaction)
  - 02-00-01-1C (Toe Set Only – Customer Satisfaction)

- Always check the vehicle for damage and evidence of impact(s) that could affect alignment specifications and cause an out of spec condition that is non-warrantable.

- Wheel alignment and/or toe adjustment / centering the steering wheel are pre-set at the assembly plant and generally not reimbursable prior to a vehicle being placed in service. If the pre-delivery road test confirms a need for re-alignment and/or centering the steering wheel, the operation(s) must be approved by the Service Manager/Service Director.

## ADDITIONAL INFORMATION:

If camber, caster and toe are adjusted, the alignment Labor Operation should be used:

- ✓ **LOP 02-00-01-XX - Alignment concerns**

If total toe is out of spec or if the steering wheel is off center, the toe adjustment Labor Operation should be used:

- ✓ **LOP 02-00-02-XX - Toe adjustment / steering wheel**

**Specifications are a mandatory requirement for Claim Entry and must be submitted on a Warranty (W) Claim when applicable.**

**Exhibit 1 - NOTES ABOUT ELECTRONIC POWER STEERING (EPS) AND CHASSIS BREAK-IN PERIOD:**

- Electronic Power Steering (EPS) requires time to "learn" a driver's input styles and forces. As the system sees patterns in driving, the system assists or "corrects" to supplement the need for those regular inputs. It is for this reason that it is recommended that no **camber or caster** adjustments be made to an EPS equipped vehicle for the first 500 miles of the vehicle's life.

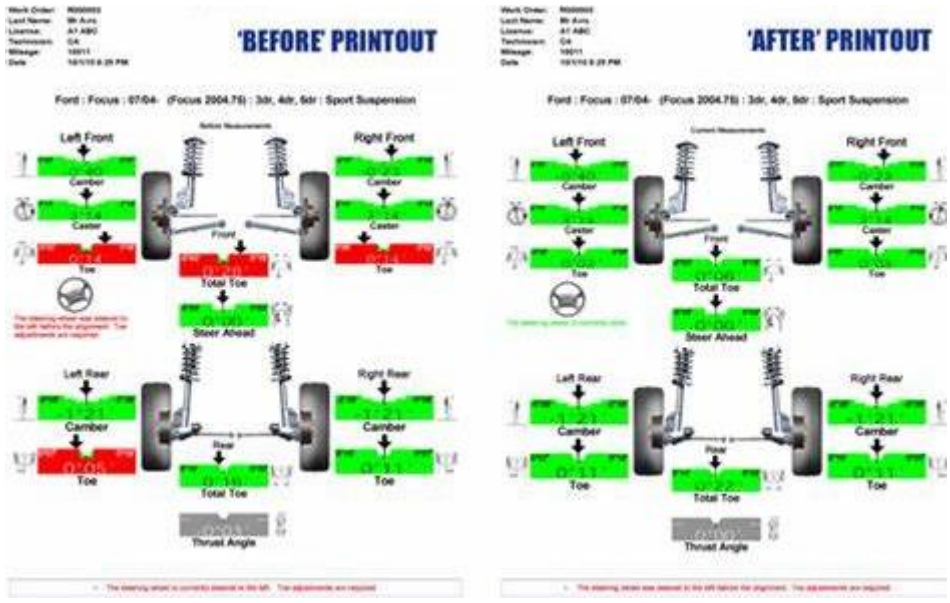
  **Example:** If, in order to drive straight down a straight road, a driver regularly holds the steering wheel 5° to the left, the EPS will assist or "correct" to rid of that 5° offset. Thus, returning the steering wheel to the center position while tracking straight down a straight road.

- A full vehicle, assembled of many parts of various material that are all then fastened together, requires time to break-in, just like a standard powertrain break-in period. It is for this reason that it is recommended that **no camber or caster** adjustments be made to any vehicles for the first 500 miles of the vehicle's life. This period allows for the chassis to settle into what will become the nominal or standard position of the vehicle.

**Example:** After being assembled a vehicle has multiple surfaces that break-in due to standard usage:

- A tire's sidewalls become less square, reducing side loads and increasing contact area.
- A mount's rubber will settle and form to the shape of the fastener.
- A suspension pre-load due to transportation at various angles for long periods of time will resettle to be "flat".

**Below is a sample printout showing the "Before" and "After" individual Toe and Total Toe.**




**NOTE:** Dealers **MUST** submit all prior alignment claims into the GCS system before February 9, 2023, to prevent claim rejections. Any claims entered after February 9th, with a date received prior to February 9, 2023, the claim will reject with **LN1 (All 20 alignment measurements not present on claim)** Message Code. This will be a fatal message code and IS NOT authorizable.

**Please ensure all affected dealership personnel are aware of this bulletin.**

**WARRANTY OPERATIONS**

FCA US LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.