

REFERENCE:	TSB: 19-005-23 GROUP 19 - Steering	Date:	May 27, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 (DJ) RAM 2500 Pickup 2022 (D2) RAM 3500 Pickup This bulletin applies to vehicles built on and after May 12, 2022 (MDH 0512XX) and on and before November 15, 2022 (MDH 1115XX) equipped with Adaptive Steering System (Sales Code SJE).	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	Clicking or creaking noise coming through the steering column when turning the steering wheel.				
CAUSE:	High preload in the upper intermediate shaft U-joint bearings.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-154, date of issue May 27, 2023. All applicable 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.

REPAIR SUMMARY:

This bulletin involves inspecting the steering column for noise and possibly replacing the steering column intermediate shaft.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
19-20-81-99	Shaft, Upper Steering Column Intermediate Shaft - Inspect	19 - Steering	0.2 Hrs.
19-20-81-9A	Shaft, Upper Steering Column Intermediate Shaft - Inspect and Replace	19 - Steering	0.5 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68469694AB	Steering column upper shaft kit	
2 (AR)	06508531AA	Screw, hex flange head, M10 x 1.5 x 39	

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptoms listed above in the customer symptom section, perform the Inspection Procedure.

INSPECTION PROCEDURE:

1. Park vehicle on level dry pavement (not epoxy coated floors). Engine off, ignition off, radio off, HVAC blower off and windows closed.
2. Rock steering wheel slowly back and forth between 10:00 and 2:00 o'clock positions five times.
3. Listen for pronounced creak / ratcheting noise coming from under instrument panel below steering column.
4. Is there a noise coming from the lower steering column area?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin is complete. Use Inspect LOP (19-20-81-99) to close this active RSU.

REPAIR PROCEDURE:

1. Replace the steering column intermediate shaft and bolts. Refer to the detailed service procedures listed in DealerConnect>Service Library under: 19 - Steering / Column / Shaft, Intermediate / Removal and Installation.

NOTE: Always replace the upper and lower steering column pinch bolts when replacing the steering column intermediate shaft.

POLICY:

Reimbursable within the provisions of the warranty.

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