

Technical Service Bulletin (TSB)
Steering Wheel Not Centered

REFERENCE:	TSB: 19-001-25 GROUP: 19 - Steering	Date:	February 26, 2025	REVISION:	—
VEHICLES AFFECTED:	2024 (KM) Jeep Wagoneer S This bulletin applies to vehicles built on or after October 10, 2024 (MDH 1010XX) and on or before January 11, 2025 (MDH 0111XX) equipped with 400V G2500 FR/RR Elec Drive Motors (Sales Code ELD).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none"> The steering wheel is off center. 				
CAUSE:	Miscalibrated aligner				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-023, date of issue February 25, 2025. 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.

REPAIR SUMMARY:

This bulletin involves checking if the steering wheel is centered and possibly adjusting toe to center the steering wheel and performing a front wheel alignment.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-00-02-9Q	Inspect Steering Wheel Alignment (1 - Semi-Skilled)	19 - Steering	0.2 Hrs.
02-00-02-9R	Inspect and Perform Front Wheel Toe Adjustment (1 - Semi-Skilled)	19 - Steering	0.6 Hrs.
Failure Code	ZZ	Service Action	

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 symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Verify if the steering wheel is off center.
2. Was the steering wheel is off center?
 - YES >>> Proceed to [Step 3](#).
 - NO >>> This bulletin has been completed. Use Inspection LOP (02-00-02-9Q) to close the active RSU.
3. Position the vehicle on an alignment rack.
4. Adjust front toe. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 02 - Chassis / Suspension / Standard Procedure (Front Wheel Alignment – To Adjust Front Toe).
5. Perform a vehicle alignment and verify the proper toe setting. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 02 - Chassis / Suspension / Technical Specifications.

POLICY:

Reimbursable within the provisions of the warranty.

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