

Technical Service Bulletin (TSB)

Steering Wheel Not Centered

REFERENCE:	TSB: 19-003-25 REV. C GROUP: 19 - Steering	Date:	April 1, 2025	REVISION:	19-003-25 REV. B
VEHICLES AFFECTED:	2025 (RU) Chrysler Pacifica This bulletin applies to vehicles built on or after January 20, 2025 (MDH 0120XX) and on or before January 31, 2025 (MDH 0131XX) equipped with a 3.6L V6 Engine (Sales Codes ERC or EH3).			MARKET APPLICABILITY: <div><input checked="" type="checkbox"/> NA<input type="checkbox"/> MEA</div> <div><input type="checkbox"/> SA<input type="checkbox"/> IAP</div> <div><input type="checkbox"/> EE<input type="checkbox"/> CH</div>	
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none">The steering wheel is off center.				
CAUSE:	Miscalibrated aligner				

This bulletin supersedes Technical Service Bulletin (TSB) 19-003-25 REV. B, date of issue March 22, 2025, which should be removed from your files. Revision includes a corrected bulletin release date year which will not be highlighted with asterisks.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-029, date of issue March 12, 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
02-00-99-9S	Inspect Steering Wheel Alignment (2 - Skilled)	19 - Steering	0.2 Hrs.
02-00-99-9T	Inspect and Perform Front Wheel Toe Adjustment (2 - Skilled)	19 - Steering	0.6 Hrs.
Failure Code	ZY	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 off center?
 - YES >>> Proceed to [Step 3](#).
 - NO >>> This bulletin has been completed. Use Inspection LOP (02-00-99-9S) 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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