



STAR ONLINE PUBLICATION



Case Number: S2523000032 Rev. A

Release Date: May 2025

Symptom/Vehicle Issue: Steering Dragging While Recreational Flat Towing Behind RV.

Customer Complaint/Technician Observation: Customer states they feel the vehicle being recreationally flat towed is being dragged around corners causing tire scrub wear.

Discussion:

<<<NOTE>>> Note that 2-wheel drive and Quadra-Trac I vehicles cannot be flat towed.

Verifying the concern will require the vehicle and the RV, motorhome. When attempting duplication, be sure to follow the owner's manual steps to enable recreational towing mode. Refer to Service Library by using the vin number, search for "Recreational Towing". Follow the steps that apply to the vehicle whether its 2-wheel drive or Quadra-Trac II with 4WD Low Range. If the vehicle being towed appears to have binding steering and on sharp corners skids the front tires engineering is aware and investigating owner complaints.

<<<Note>>> Feedback from the field:

1. Make sure at step 15 the vehicle is turned "OFF". Double Press may turn ignition back on.
2. Follow directions for gear positions. Neutral and Park transmission positions and timing in the steps are critical.
3. Air suspension vehicles- place the height in NORMAL.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.