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Case Number: S2519000004 Rev. A

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Symptom/Vehicle Issue: Steering Wheel Off Center.

Customer Complaint/Technician Observation: Customer may state the vehicle drives straight but the steering wheel is off center. They may also describe the condition as a pull or a lead due to them trying to keep the steering wheel centered.

Discussion: Drive on both highway and city roads if possible. If equipped with air suspension, place the vehicle in normal ride height (NRH). Refer to Service Library 02 - Front Suspension / Wheel Alignment / Diagnosis and Testing for a list of conditions, possible causes and corrections. Review the 3 conditions below along with their repair direction suggestions.

<<<Note>>> During customer concern duplication test drives, disable Active Lane Management (ALM). This is done by pressing the ALM button in the switch bank above the Uconnect display. If left on, the sensation of the ALM feature correcting for lane centering could be confused with a steering pull. If the condition is no longer present with ALM disabled, explain to the owner how the ALM system operates and where to adjust the settings in the radio touch screen and the location of the ALM Off button if they wish to change the settings.



ALM Off Indicator.

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.



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1. With the steering wheel held straight, the vehicle leads to the left or right- suspect cross front camber or cross front caster off or tire conicity is off. Tire conicity is often called radial pull.
 - A. Inspect tires and front steering/suspension components for abnormal wear or failure. Correct any issues. Attempt tire rotation. Test drive to compare before and after
 - B. Perform an alignment for cross camber adjustment.
2. Steering wheel does not center but drive straight, suspect the front cross toe is out of specification.
 - A. Inspect tires and front steering/suspension items for wear. Repair as needed.
 - B. Perform alignment for sum tow adjustment.
3. Steering wheel does not center and leading to the same direction.
 - A. Check the vehicle's alignment and perform adjustment(s) needed to bring it with in specification. Center the steering wheel and continue to step B.
 - B. Using wiTECH, under data, find EPS "steering angle calibration offset". If the "steering angle calibration offset" is greater than 3 degrees, perform electronic power steering (EPS) steering angle sensor calibration. This routine is under EPS, Misc Function.

Verification: Test drive to confirm condition is no longer present.

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