



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Steering Pull That Improves As The Truck Is Driven. Vehicle May Have Had Recent Steering Or Suspension Repair.

Customer Complaint/Technician Observation: The driver may experience a steering pull or a vehicle pull condition. The pull happens at start up and only last for a couple miles, improving the longer the vehicle is driven. When the vehicle is turned off and allowed to go to bus sleep, the pull will return after starting and only exist for the first couple miles.

<<<NOTE>>> During test driving to verify the customer complaint, turn the lane keep assist off.

Discussion: If recent front-end suspension or steering repairs have been performed, its possible the steering offset angle may be not correctly set.

A test to aid in diagnosing would be to unplug the eps and drive the vehicle in a safe controlled environment. If the steering pull is now gone, first check for any applicable software updates and service bulletins. Next, the steering angle offset should be checked. Steering angle offset is the vehicle's (not the steering wheel) true center position minus the steering gear true center. Inspect the tie rod adjustment. Exposed thread count should closely match for the left and right tie rods. Inspect the suspension and steering for loose, bent or damaged components also. When repairs are complete, perform the steering angle calibration in wiTECH under electric power steering (EPS) Misc Functions.

<<<NOTE>>> If the steering pull exists after a couple miles, the EPS software is up to date, the tie rods are not bent, the pull is not likely coming from the EPS. Focus inspection on:

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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Suspension- Damaged or failed components.

Tires- Wear conditions. Substitute known good for testing purposes.

Brake pull- Check rotor temperatures for brake drag (inferred temp gun). Spin the tires by hand to check for excessive drag.

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