



STAR ONLINE PUBLICATION



Case Number: S1819000004 Rev. R

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Symptom/Vehicle Issue: Shimmy Felt In Front End

Discussion: If the customer complains of a shimmy in the steering wheel after hitting an irregularity in the road surface such as an expansion joint, pothole, bump etc. follow the steps below. Read the entire document before performing a repair.

<<< Note>>> The information in this document does not replace Service Library Service Information or diagnostic testing procedures. This information is complimentary to published service info to aid in repair.

<<<Note>>> Service information is in process of being updated at the time of publication of this document.

Repair Tips:

1. Perform a visual inspection of the vehicle. Identify any potential aftermarket or non-factory items that could impact handling or possibly contribute to a handling issue. Examples of aftermarket parts could be but not limited to: suspension lifts (coils, link arms, lift spacers, shock absorbers, drop brackets), oversize tires and wheels, steering components.
2. Ensure correct tire pressures (very common to be low going from warm into cold weather). Inspect tires for wear or damage. Fill tires to proper pressure and retest. Replace damaged tires as needed. Perform road force balancing – match mount the wheels and tires placing the lowest R1H value tires in the front.

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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3. Following service information, (19 - Steering / Diagnosis and Testing) inspect steering and suspension joints and components for wear (looseness), damage and failure. Correct any issues found. Perform an alignment, if necessary, as part of a repair. Perform a test drive to verify if the condition is still present.

Is the condition present?

Yes>>> continue to the next step.

No>>> return the vehicle to the owner.

4. Inspect the part number of the current installed damper.

Does the damper number match the latest replacement part from the Star Parts catalog?

Yes>>> If the current damper matches the latest Mopar service replacement part, do not replace. Follow service information to purge the damper (19-Steering, Damper, Remove and Replace). This is accomplished by rotating the steering wheel five full lock to lock turns to purge any trapped air. Then test drive again.

No>>> Replace damper with latest revision part. Refer to Star Parts Catalog for latest part information. Refer to Diagnostic Videos section in Service Library and or Service Info Group 19 steering damper installation.

<<<**NOTE**>>> Orientation instructions must be followed with bump down.

<<<**NOTE**>>> The steering damper is not a cause of shimmy, but it is a mitigation device when a vehicle exhibits a shimmy. If a vehicle exhibits shimmy, diagnosis must be performed to identify the root cause of the shimmy.

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