



NUMBER: 02-004-10

GROUP: Front Suspension

DATE: October 26, 2010

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SUBJECT:

Steering Wheel Out Of Alignment

OVERVIEW:

This involves inspecting the steering wheel for centered alignment and if necessary adjusting the toe to align the wheel.

MODELS:

2011 (WK) Grand Cherokee

NOTE: This bulletin applies to vehicles built before August 31, 2010 (MDH0831XX).

DISCUSSION:

A small number of vehicles may have been shipped with the steering wheel out of alignment. Dealers are requested to inspect steering wheel for alignment and if necessary, adjust the toe to center the wheel.

SYMPTOM/CONDITION:

Steering Wheel off center by 3 or 4 degrees.

DIAGNOSIS:

If the vehicle operator experiences the Symptom/Condition, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Inspect the steering wheel for alignment. Is it out of alignment by 3 or 4 degrees?
 - a. Yes>>> Proceed to [Step #2](#)
 - b. No>>> Return the vehicle to the customer or dealer inventory.
2. Raise the vehicle on a suitable hoist. Refer to the detailed service procedures available in DealerCONNECT>Tech CONNECT>Service Info> 04 Vehicle Quick Reference> Hoisting> Standard Procedure> HOISTING.
3. Refer to the detailed service procedures available in DealerCONNECT>Tech CONNECT>Service Info>02- Front Suspension> Standard Procedure> Wheel Alignment> Toe and adjust the steering wheel to center.



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4. Lower the vehicle and road test to verify steering wheel is straight and vehicle does not wander or pull.
5. Return the vehicle to the customer or dealer inventory.

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
02-00-02-91	Inspect for Steering Wheel Off Center (C)	0.2 Hrs.
02-00-02-92	Inspect for Steering Wheel Off Center and Adjust Toe and Center Steering Wheel (C)	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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