

STAR ONLINE PUBLICATION

Case Number: S1819000004

Release Date: 4/11/2019

Symptom/Vehicle Issue: Shimmy Felt In Front End

Discussion:

>>> Note>>> if the complaint is a wander or loose feeling steering refer to S1819000003.

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. replace the steering damper with AE level or newer.

AE level dampers have an orientation direction. See the images below for orientation.

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 or eCONTACT ticket if no solution is found

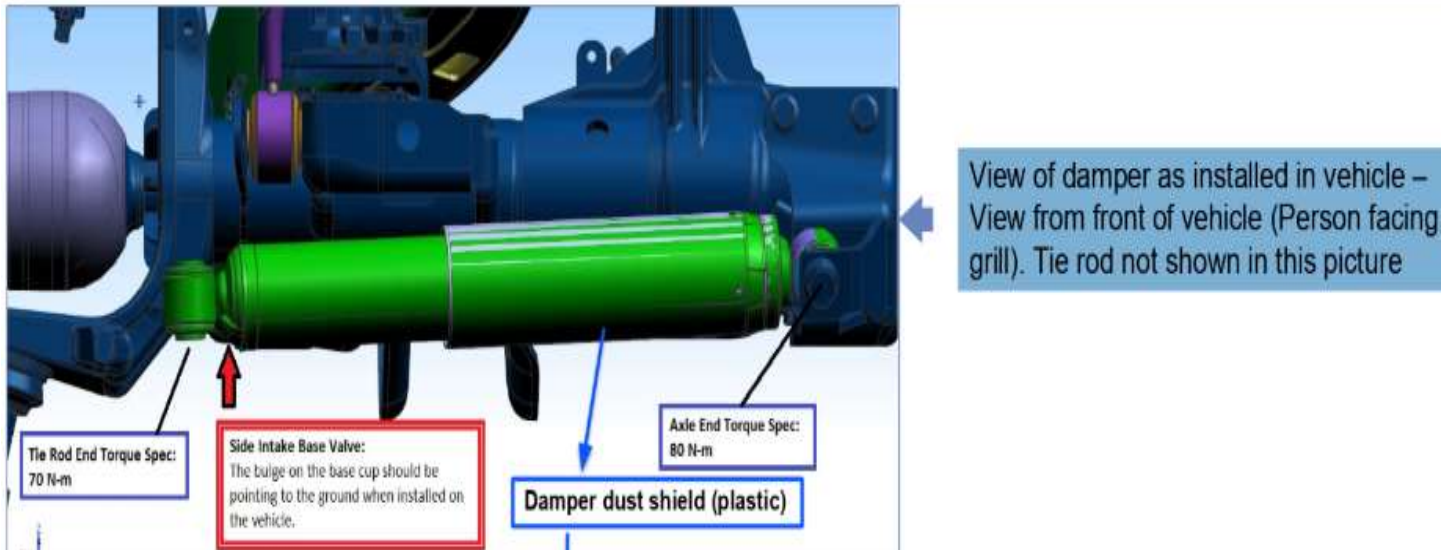
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