



**NUMBER:** 19-002-14 REV. A

**GROUP:** Steering

**DATE:** June 03, 2014

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 19-002-14, DATED February 13, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE PART NUMBER CHANGE TO INTERMEDIATE SHAFT PINCH BOLT AND ADDITION OF STEERING WHEEL MOUNTING BOLT.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-010. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

***SUBJECT:***

Steering Column Squeak / Moan While Turning Wheel

***OVERVIEW:***

This bulletin involves removing/installing the steering column, removing/installing the bulkhead pass through boot, removing the wiper seal, and applying lubricant to the intermediate shaft bearing sleeve.

***MODELS:***

|      |    |            |
|------|----|------------|
| 2014 | LC | Challenger |
| 2014 | LD | Charger    |
| 2014 | LX | 300        |

**NOTE: This bulletin applies to vehicles built on or after July 29, 2013 (MDH 0729XX) and on or before September 19, 2013 (MDH 0919XX).**

***SYMPTOM/CONDITION:***

Customer may describe a squeak and/or moan noise while turning the steering wheel. Noise can be heard both while vehicle is stationary or while driving. Noise is typically more noticeable during cold temperatures and may go away when vehicle warms up.

***DIAGNOSIS:***

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

**PARTS REQUIRED:**

| Qty.   | Part No.       | Description                          |
|--------|----------------|--------------------------------------|
| 1 (AR) | 68003883AA     | Grease, White Lithium                |
| 1      | **06510755AA** | SCREW, Hex Flange Head, M8x1.25x40   |
| 1      | **06509970AA** | **SCREW, Oval Head, M16x1.50x44.00** |

**NOTE: Each tube of white lithium will service approximately 3 vehicles (Shop Supply, Not on Claim).**

**REPAIR PROCEDURE:**

1. Remove the steering column assembly (1, 2, 3) from the vehicle. Discard the intermediate shaft pinch bolt \*\*and the steering wheel mounting bolt.\*\* Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 19 - Steering> Column> Removal (Fig. 1).



**Fig. 1 Steering Column Assembly**

- 1 - Bulkhead Pass Through Boot
- 2 - Intermediate Shaft
- 3 - Steering Column

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2. Use a quick tug action to remove the intermediate shaft bulkhead pass through boot and outer bearing sleeve assembly (1) from the intermediate shaft inner bearing sleeve (2) (Fig. 2).



**Fig. 2 Remove Boot From Intermediate Shaft**

- 1 - Bulkhead Pass Through Boot
  - 2 - Inner Bearing Sleeve
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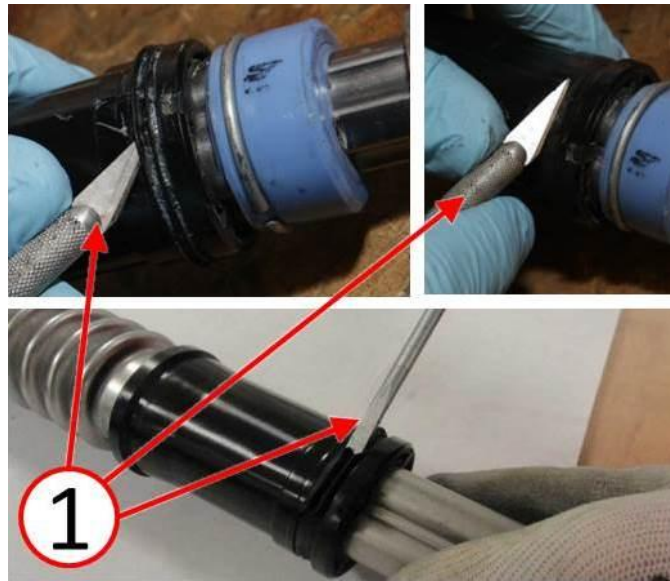
3. Completely remove the rubber wiper seal (Fig. 3).



**Fig. 3 Wiper Seal To Be Removed**

- 1 - Wiper Seal
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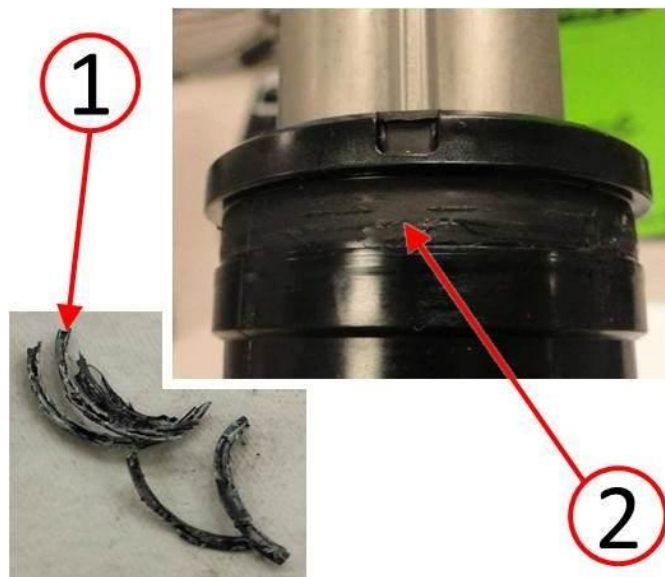
4. Using an appropriate tool, cut and/or scrape the rubber wiper seal from the plastic inner bearing sleeve (Fig. 4).



**Fig. 4 Wiper Seal Removal**

1 - Wiper Seal Removal Tools

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5. Ensure that the rubber wiper seal (1) has been completely removed from the plastic inner bearing sleeve (2) (Fig. 5).



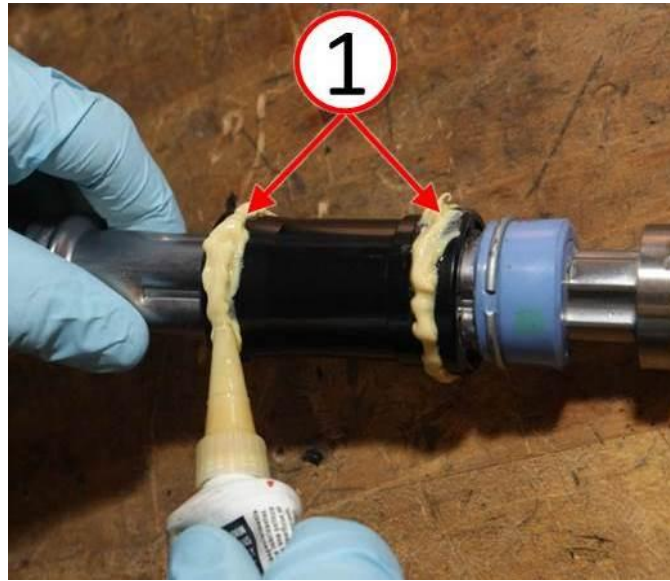
**Fig. 5 Wiper Seal Removed**

1 - Wiper Seal Pieces

2 - Inner Bearing Sleeve With Wiper Seal Removed

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6. Apply white lithium grease to the contact surface at each end of the inner bearing sleeve (Fig. 6).



**Fig. 6 Apply White Lithium To Inner Bearing Sleeve**

1 - White Lithium Grease

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7. Apply white lithium grease to the contact surface at each end of the outer bearing sleeve (Fig. 7).



**Fig. 7 Apply White Lithium To Outer Bearing Sleeve**

1 - White Lithium Grease

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8. Use a quick push action to install the intermediate shaft bulkhead pass through boot and outer bearing sleeve assembly (1) to the intermediate shaft inner bearing sleeve (2) (Fig. 8).



**Fig. 8 Install Boot To Intermediate Shaft**

- 1 - Bulkhead Pass Through Boot
- 2 - Inner Bearing Sleeve

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9. Slide the intermediate shaft bulkhead pass through boot and outer bearing sleeve assembly back and fourth to distribute the white lithium grease and to ensure that the outer bearing sleeve is properly engaged with the inner bearing sleeve (Fig. 9).





**Fig. 9 Check Installation**

1 - Bulkhead Pass Through Boot

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10. Install the steering column to the vehicle. Use a NEW intermediate shaft pinch bolt \*\*and a NEW steering wheel mounting bolt.\*\* Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 19 - Steering> Column> Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

| Labor Operation No: | Description   | Skill Category      | Amount   |
|---------------------|---|---------------------|----------|
| 19-20-83-92         | Remove/Install Steering Column, Remove Lip Seal And Lubricate Bearing Sleeve (2 - Skilled)  | 4 - Chassis Systems | 1.0 Hrs. |
| 19-20-83-93         | Remove/Install Steering Column, Remove Lip Seal And Lubricate Bearing Sleeve. Equipped with Sales Code (AHB) Police Group (2 - Skilled) | 4 - Chassis Systems | 1.1 Hrs. |

**FAILURE CODE:**

|    |                |
|----|----------------|
| ZZ | Service Action |
|----|----------------|