



NUMBER: 19-003-03

GROUP: Steering

DATE: Aug. 29, 2003

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 19-008-01, DATED NOV. 23, 2001, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS****. THE REVISION INCLUDES AN ADDED NOTE AND A REVISED NOTE CORRECTING VEHICLE BUILD DATES.**

SUBJECT:

Pop/Tick Sound In Steering Wheel Area

OVERVIEW:

This bulletin involves installing a shim package and a tilt head housing assembly in the steering column upper tilt head.

MODELS:

1996 - 2000	(NS)	Town & Country/Caravan/Voyager
1996 - 2000	(GS)	Chrysler Voyager (International Markets)
2001 - 2002	(RS)	Town & Country/Caravan/Voyager
2001 - 2002	(RG)	Chrysler Voyager (International Markets)
1999 - 2002	(WJ)	Grand Cherokee
2001 - 2002	(WG)	Grand Cherokee (International Markets)

NOTE: **This bulletin applies to vehicles equipped with tilt steering (sales code SUA) built on or before Jan. 13, 2002 (MDH 0113XX).******

NOTE: **For vehicles built on or after Jan. 14, 2002 refer to service bulletin 19-001-03 dated Feb. 7, 2003.******

SYMPTOM/CONDITION:

A pop/tick sound may be heard coming from the steering wheel area while the vehicle is in motion. The sound is associated with input from the road surface. It may be difficult to readily repeat the sound once it has occurred until additional road input is experienced, such as driving over an expansion strip.

DIAGNOSIS:

If the vehicle exhibits the Symptom/Condition, perform the Repair Procedure.

NOTE: If the symptom is experienced on 1996 - 2000 NS or GS vehicles, Service Bulletin (SB) 19-09-99 (Click/Rattle Sound in Area of Steering Wheel) should be performed in conjunction with this bulletin.

PARTS REQUIRED:

Qty.	Part No.	Description
1	05083383AA	Tilt Head Housing and Shim Package Package consists of: (1) Wave Washer (1) Snap Ring (1) Shim (1) Miller Special Tool, Installer, Snap Ring (1) Tilt Head Housing Assembly
AR	04318031	Mopar Lock & Seal Adhesive
AR	04318070	Mopar Silicon Spray Lube

EQUIPMENT REQUIRED:

C-3428-B	Steering Wheel Puller (RS/RG, NS/GS)
C-3894-A	Steering Wheel Puller (WJ/WG)

REPAIR PROCEDURE:

1. Make sure the front wheels of the vehicle are in the STRAIGHT AHEAD position before beginning steering wheel removal procedure.

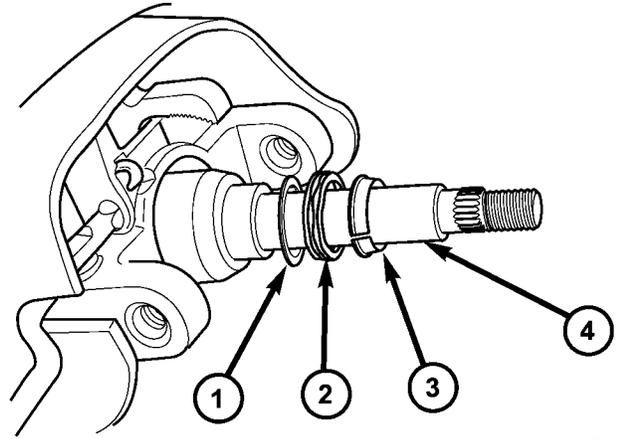
WARNING: Remove and isolate the negative battery cable from the vehicle battery. This is the only sure way to disable the air bag system. Failure to do this could result in accidental air bag deployment and possible personal injury.

2. Remove and isolate the negative battery cable from the battery.
3. Remove the lower and upper steering column shrouds.
4. Remove the driver's air bag from the steering wheel. Disconnect the clock spring, speed control (if equipped), and radio control (if equipped) wiring connections.
5. Remove the steering wheel attaching nut.
6. Using the appropriate steering wheel puller, remove the steering wheel.
7. Remove the multi-function switch and its wiring connections.
8. Disconnect the clock spring wiring connection and remove the clock spring.

NOTE: When removing the clock spring, do not change the orientation of the clock spring inner wheel. If the orientation of the clock spring inner wheel is changed, the clock spring will have to be centered. Follow the procedure for clock spring centering in the appropriate service manual.

9. Using needle nose pliers, remove both tilt head return springs from the tilt head assembly.
10. Remove the snap ring from the steering shaft upper tilt head assembly.
11. Remove the two #25 torx bit screws attaching the tilt rack to the tilt head housing.
12. Remove the two #45 torx bit screws attaching the tilt head assembly to the steering column.
13. Lift tilt steering column lever and remove the tilt head housing and the tilt rack from the steering column.

14. Remove the tilt head housing from the shaft being careful not to misplace the lower bearing wedge.
15. Remove and discard the wave washer.
16. To the base of the shaft, install in order: the shim, the wave washer, and the lower bearing wedge (Fig. 1).

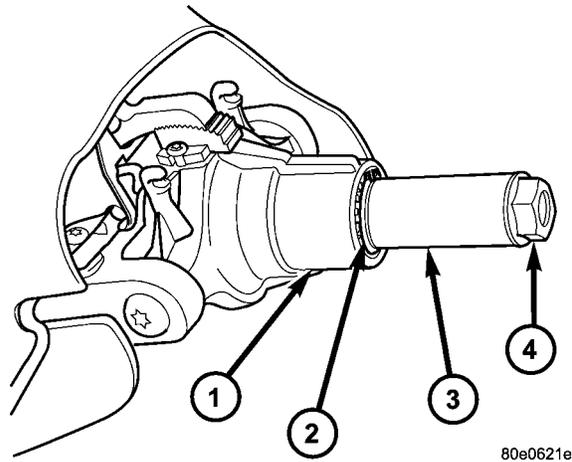


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Fig. 1 SHIM, WAVE WASHER, AND LOWER BEARING WEDGE INSTALLATION

- 1 - SHIM
- 2 - WAVE WASHER
- 3 - LOWER BEARING WEDGE
- 4 - STEERING SHAFT

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17. Install the new tilt head assembly to the steering shaft. Apply Mopar Lock & Seal adhesive (or equivalent) to both torx screw threads only and tighten to 11 N·m (100 in. lbs.).
 18. Install the upper bearing wedge to the tilt steering shaft.
 19. Apply a light coat of Mopar silicon spray lubricant on the steering shaft near the snap ring groove. This will facilitate snap ring installation.
 20. Position the new snap ring onto the shaft near the bearing wedge. With one hand, pull the steering shaft outward and push the snap ring as far down the shaft as possible.
 21. From the parts package, use special tool 05083385AA (Installer) and place it over the steering shaft so the one edge of the tool is resting on the snap ring (Fig. 2).



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Fig. 2 SNAP RING INSTALLATION USING TOOL 05083385AA

- 1 - UPPER TILT HEAD HOUSING
- 2 - SNAP RING
- 3 - TOOL 05083385AA
- 4 - STEERING WHEEL NUT

22. Thread the steering wheel nut onto the steering shaft and against the edge of Special Tool 05083385AA. Tighten the steering wheel nut to 16 N·m (12 ft. lbs.) This will slide the snap ring into its groove on the steering shaft.

NOTE: Do not over torque steering wheel nut.

NOTE: Make sure the snap ring is fully seated into its groove. Once the repair is complete, tool 05083385AA can be discarded.

- 23. Make sure that the snap ring is fully seated into its groove.
- 24. Lift the tilt lever and slide the tilt head rack into position. Apply Mopar Lock and Seal adhesive to the torx screw threads and install the torx screws and tighten to 6 N·m (50 in. lbs.).
- 25. Install the clock spring and its wiring connections.
- 26. Install the multi-function switch and its wiring connections.
- 27. Install the steering wheel and tighten steering wheel nut to 61 N·m (45 ft. lbs.).
- 28. Connect the clock spring, speed control (if equipped), and radio control (if equipped) wiring connections.
- 29. Install driver's air bag and tighten screws to 10 N·m (90 in. lbs.).
- 30. Install the lower and upper steering column shrouds.
- 31. Connect negative battery cable.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	19-34-05-94	0.6 Hrs.
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FAILURE CODE:

P8	New Part
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