WARRANTY OPERATIONS NEWSLETTER VOLUME 6, ISSUE 1
Published January 30, 2020

Alignment, Toe Adjustment and Steering Wheel Centering - Policy

We continue to see claims under 500 miles using the alignment Labor Operation Number when the narrative states the steering wheel is off center or the toe is off. These claims will be charged back. On December 19, 2018, we changed the alignment policy. That policy states, **"LOP 02-00-01-XX should NOT be performed between 0-500 miles on any vehicles."**

It is important to know that when a vehicle is assembled, the alignments settings are NOT set at the established Service Specifications. In the span of 500 miles the vehicle will "settle" into the service specs. If the alignment settings are changed to service spec prior to 500 miles, the vehicle will "settle" into a spec that is now out of the service spec. A second alignment will reject in the Claim System as we only allow one alignment in the 12,000 mile Warranty period.

If the total toe is out, or the steering wheel is off center, you MUST use LOP 02-00-02-XX on the claim. You may NOT use the Alignment LOP for an off center steering wheel or re-setting of the total toe.

Please review Warranty Bulletin D-18-28 for complete details.