Preliminary Information

PIC6025C Diagnostic Tip - Intermittent No Crank With A Turn Steering Wheel Start Vehicle Again Message

Models

Brand:	Model:	Model Years:	VIN: from	VIN: to	Engine:	Transmissions:
Cadillac	CTS	2014 - 2018	ALL	ALL	ALL	ALL
Cadillac	ATS	2013 - 2018	ALL	ALL	ALL	ALL

Supersession Statement

This PI was updated to update Model Years. Please discard PIC6025B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

A customer may comment on an intermittent no crank with a "Turn Steering Wheel Start Vehicle Again" message.

Recommendations / Instructions

The concern may be very intermittent and sometimes unable to duplicate. If there is a B305A stored history in the BCM it may have been caused by a bound up steering wheel ie. Customer parked with wheels against curb causing excessive force on steering.

If the steering is bound up so the column lock cannot retract when the vehicle start button is pressed the BCM will not allow the vehicle to start. You may have to turn the steering wheel to take pressure off the lockplate to allow the column lock to disengage before the vehicle will start.

Please operate steering column lock numerous times to make sure it is operating correctly before returning the vehicle to the customer, explain this normal operation to the customer.

Please show them their owner's manual description for this message in the Starting the Vehicle Messages section which states: TURN STEERING WHEEL START VEHICLE AGAIN

This message may display when you try to start the vehicle, but the column remains locked. Try turning the steering wheel while starting the vehicle to unlock the steering column. If the vehicle still does not start, turn the steering wheel the other way, and try starting the vehicle again.
Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.