



## STAR ONLINE PUBLICATION



**Case Number:** S2208000200

**Release Date:** December 2022

**Symptom/Vehicle Issue:** Electric Power Steering (EPS) Module Flash Failed

**Technician Observation:** During a flash procedure for the EPS module the flash failed to update the EPS module as expected.

**Discussion:** In some cases, an EPS flash can fail if :

1. The scan tool (wiTECH) gets disconnected midway between the flash.
2. An external battery source is not connected to the vehicle before starting the flash (causing battery voltage fluctuations or low voltage).
3. Networking issues are also known to cause an ECU flash to fail.

**If:** A module flash has failed for the EPS module perform a battery disconnect keeping the battery disconnected for 15-20 minutes.

After reconnecting the battery cable, reattempt the EPS flash while maintaining battery voltage above 12.5 volts.

If the battery charge was originally too low, it should be charged to the appropriate level before proceeding with the reflash.

**Important :** If you suspect wireless issues, please discuss with the dealerships IT resource for networking support. If you still require further assistance, contact wiTECH premium support help desk for further assistance. For continued issues contact the STAR Center for further assistance and engineering support as needed, replacement modules are not usually required.

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**