



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Electric Power Steering (EPS) Will Not Calibrate, Negative Response Error Code 0X10

Technician Observation: When performing the EPS learn procedure after replacing the steering gear; the scan tool displays a negative response error code 0X10 and will not complete.

Discussion: Verify the steering gear has been installed correctly by keeping steering wheel as straight as possible and checking front wheel orientation (they should be as straight as possible) offsets greater than +/- 7.5 degrees can inhibit EPS learn. Some conditions identified in the past when calibrating have been incorrectly installing EPS gear to intermediate input shaft connections or possibly a bent component.

Performing a steering wheel lock to lock verification from center can help identify potential differences from side to side which can aid in locating potential calibration failures. Below is an example of a twisted intermediate shaft (after an accident) inhibiting EPS relearn which is used when the EPS is replaced, or the front suspension has been realigned.



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