



STAR ONLINE PUBLICATION



Case Number: S2208000182 Rev. A

Release Date: May 2023

Symptom/Vehicle Issue: Erroneous Cluster Message “Calibration Failed See User Manual”
With No Trailer Connected

Owner Complaint/Technician Observation: Owner complains of a cluster message “Calibration Failed See User Manual” and no trailer is connected. Technician observed the message when driving the vehicle (see below).

Discussion: Verify the vehicle is equipped with system (XA1)Trailer Reverse Steering Control, if equipped, the owner may experience a random cluster display message indicating “Calibration Failed See User Manual”. This is a message generated from the Trailer Reverse Steering Control Module (TRSCM) when a failed attempt to calibrate a trailer internal threshold counter is exceeded.

This message will appear when attempts to program a trailer fail while a trailer is connected. However, the same message may also appear one time per an ignition cycle when **no** trailer is connected if the same system failed counter was tripped internally.

Do not replace parts to repair, ensure the TRSCM has been updated to the most current software level XXXXXXXXAD or higher to resolve.



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, eCONTACT or Service Library entry if no solution is found.