



STAR ONLINE PUBLICATION



Case Number: S2423000048

Release Date: November 2024

Symptom/Vehicle Issue: Power Steering Assist With Transfer Case In Neutral.

Discussion: The electronic power steering (EPS) enters a mode known as flat tow mode when the transfer case is shifted into neutral. The steering has resistance to aid in vehicle stability when recreationally towed also known as flat towing with all 4 tires on the road surface. The customer may state the steering is stiff or has a lack of assistance. The resistance felt in the steering is a normal operating characteristic.

Note- The EPS assistance should return to normal assist when the transfer case is placed in 2wd or 4wd modes.

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.