



STAR ONLINE PUBLICATION



Case Number: S2519000003

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Symptom/Vehicle Issue: Slight Pull, Drift, Wander. Lack Of Precise Steering.

Customer Complaint/Technician Observation: Customer mentions steering control doesn't feel precise.

Discussion: Several electric power steering (EPS) units have been replaced for wander, drift / pull type complaints. The returned parts were analyzed and found no issues with the parts. Diagnostics for these types of complaints should include visually inspecting the vehicle. Look for abnormal tire wear, damaged or failed steering and suspension parts. Review the vehicle for signs of collision or curbing damage. Address any issues found with these components first. Perform an alignment as needed or required as part of a repair. Test drive the vehicle to confirm condition is resolved.

Refer to Service Library 19 - Steering / Diagnosis and Testing, Mechanical Performance Issues for further information.

19 - Steering / Diagnosis and Testing

DIAGNOSIS AND TESTING

If the vehicle is involved in a collision where the airbag has been deployed or the steering wheel deformed, then steering column replacement is required.

Verify the correct software and calibration files are loaded in the Electric Power Steering (EPS) module.

If any EPS Diagnostic Trouble Codes (DTCs) are present, perform the appropriate diagnostic procedure before continuing ([Refer to 28 - DTC-Based Diagnostics/MODULE, Electric Power Steering \(EPS\)/Diagnosis and Testing](#)).

NOTE:

The EPS gear may have residual grease from the supplier for water intrusion prevention purposes and does not constitute failure of the EPS gear.

MECHANICAL PERFORMANCE ISSUES

CONDITION	EVALUATION / CORRECTION
STEERING WHEEL IS OFF CENTER	1. Perform the wheel alignment standard procedure (Refer to 02 - Front Suspension/Wheel Alignment - Standard Procedure).
VEHICLE PULLS LEFT OR RIGHT	1. Perform the wheel alignment standard procedure (Refer to 02 - Front Suspension/Wheel Alignment - Standard Procedure).
PERCEIVED COLUMN/STEERING WHEEL FREE PLAY	1. Check the intermediate shaft pinch bolt torque. Replace the intermediate shaft pinch bolt and tighten to the proper (Torque Specifications). 2. Check steering gear mounting bolt torque. Replace if necessary and tighten to the proper (Torque Specifications). 3. Rotate the steering wheel back-and-forth while watching the coupling. Observe free-play. Replace steering column as necessary (Refer to 19 - Steering/Column/Removal and Installation). 4. If the issue remains despite previous steps, perform further evaluation in the steering joints.

Service Library EPS/Steering Diagnostics.

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.