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Determine the cause of breakdown

Before installing a new steering column – please determine what has caused the old column to break down – fitting a new column will not improve the rest of the system, and defects that are not repaired might also damage the new column.

2

For electronic columns

Ensure that the battery is in good condition. Clear any stored error codes, before removal of the old column.

3

Compare the old and new column

Check that the column is equivalent to the one from the vehicle – same fixation measurement & connections.

4

Programming electronic columns

The electronic columns need to be calibrated and programmed to the car. Please follow the vehicle manufacturers guidelines.

Troubleshooting guidelines: Steering Columns - POSSIBLE ERRORS

Product group	Problem	Cause	How to identify	Solution	Preventive actions
ESC	Error codes.	Error codes from the old unit was not cleared prior to removing it. Battery voltage can be too low. The unit is not initialised/programmed with the car.	It is not possible to clear the error codes related to the unit.	If the error codes was not cleared prior to the removal of the old unit, the codes have been transferred to the replacement. The unit must be returned for exchange. Check battery voltage as this will also affect the unit. Initialise/program the unit, following the vehicle manufacturers instructions.	Always clear the system of error codes prior to removal of the old unit. Remember to initialise/program the unit with the car.
ESC	Steering is unequal weighted.	The suspension system can affect functionality of the steering system, or the torque sensor could have been damaged during transport.	Greater force has to be applied, when steering to one side than the other.	Check the condition of all joints in correlation to the steering system is moving freely. If this is found to be OK, the torque sensor has come out of calibration and the unit must be returned for exchange.	Always check the condition of the suspension system prior to renewing the steering system.
ESC	Non-communication	If the incorrect unit is installed it will not function correctly – and in many cases, communication with the unit is impossible.	It is not possible to establish a diagnostics connection with the unit.	Confirm that the installed part is correct to the vehicle, and that it matches the old unit.	Always order by VIN number or OE reference on the old unit.

ESC = Electronic Steering Column