



## STAR ONLINE PUBLICATION

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**Case Number:** S2019000002

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**Symptom/Vehicle Issue:** Hands On Steering Wheel Message In EVIC

**Discussion:** On vehicles equipped with Lane Departure Warning (LDW), a driver may experience a message on the cluster display instructing them to "Place hands on steering wheel" when their hands are already on the steering wheel and LDW is on.

This can occur and doesn't indicate an issue with the vehicle or any ECU.

Hands on steering wheel detection sensing is done by monitoring driver torque on steering wheel over a period of time. Driving on straight and flat roads does not require much steering torque input from the driver and can trigger a warning to "Place hands on the steering wheel". During this warning if a small steering wheel movements is detected the message will no longer display.

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**