



STAR ONLINE PUBLICATION



Case Number: S2319000005 Rev. A

Release Date: October 2024

Symptom/Vehicle Issue: Customer Complaint Of Loss Of Power Steering Assist.

Customer Complaint/Technician Observation: Customer complaint of loss of steering assist. They may also mention a “Service Electric Power Steering” message on the instrument cluster.

Discussion: Parts return analysis has found several EPS units exhibit no problems when tested. To improve fixed first visit, during diagnosis also perform the following checks.

Battery System:

1. Perform a load test on the battery. Use the GR8 or Maximus Battery testers (Maximus preferred). Follow the results of the tester. Battery testing is especially important when performing diagnostic tests for code C2129 Battery Voltage-Circuit Voltage Below Threshold.
2. With the engine running monitor the vehicle charging system. Battery voltage should be above 13 Volts with the engine running. If not, address the charging system.
3. Disassemble, inspect, and clean all battery cable (positive and negative) leads/connections.

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Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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Electric Power Steering System:

1. C2217-00-ELECTRIC POWER STEERING MODULE INTERNAL. Verify EPS is at the most current software calibration. Review all related Service Bulletins.

NOTE>>> C2217 does not necessarily indicate the EPS is faulty. The Diagnostic Trouble Code (DTC) indicates the EPS did not pass a self-test. Wiring issues including pin fits, wire damage, connector issues could all cause the DTC to set.

2. Inspect the EPS connector. Check power connector housing for damage, pins damage or pushout, broken lock terminals. Make sure connector securely connected and latched. Use the “push pull” method to ensure the connector is fully snapped together.



Pin	Circuit	Wire Color	Gauge/Size	Function
1	A10	RD	8.0	FUSED B(+)
2	Z942	BK	8.0	GROUND
3	D283	BG	0.35	CAN FD (-)
4	D282	VT/BG	0.35	CAN FD (+)
5	F914	PK/BN	0.35	FUSED IGNITION

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