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Case Number: S2219000005 Rev. D

Release Date: July 2025

Symptom/Vehicle Issue: Check Engine Lamp On. Warning Messages in the Cluster. U0131 Lost Communication with Power Steering Control Module Set.

Customer Complaint/Technician Observation: Customer may mention service electric steering message in the cluster along with other warnings and lamps. They may complain the Electronic Power Steering (EPS) assist was lost at start up for a key cycle. Technicians may find modules reporting U0131 Lost Communication Diagnostic Trouble Code (DTC) set against the EPS.

Discussion:

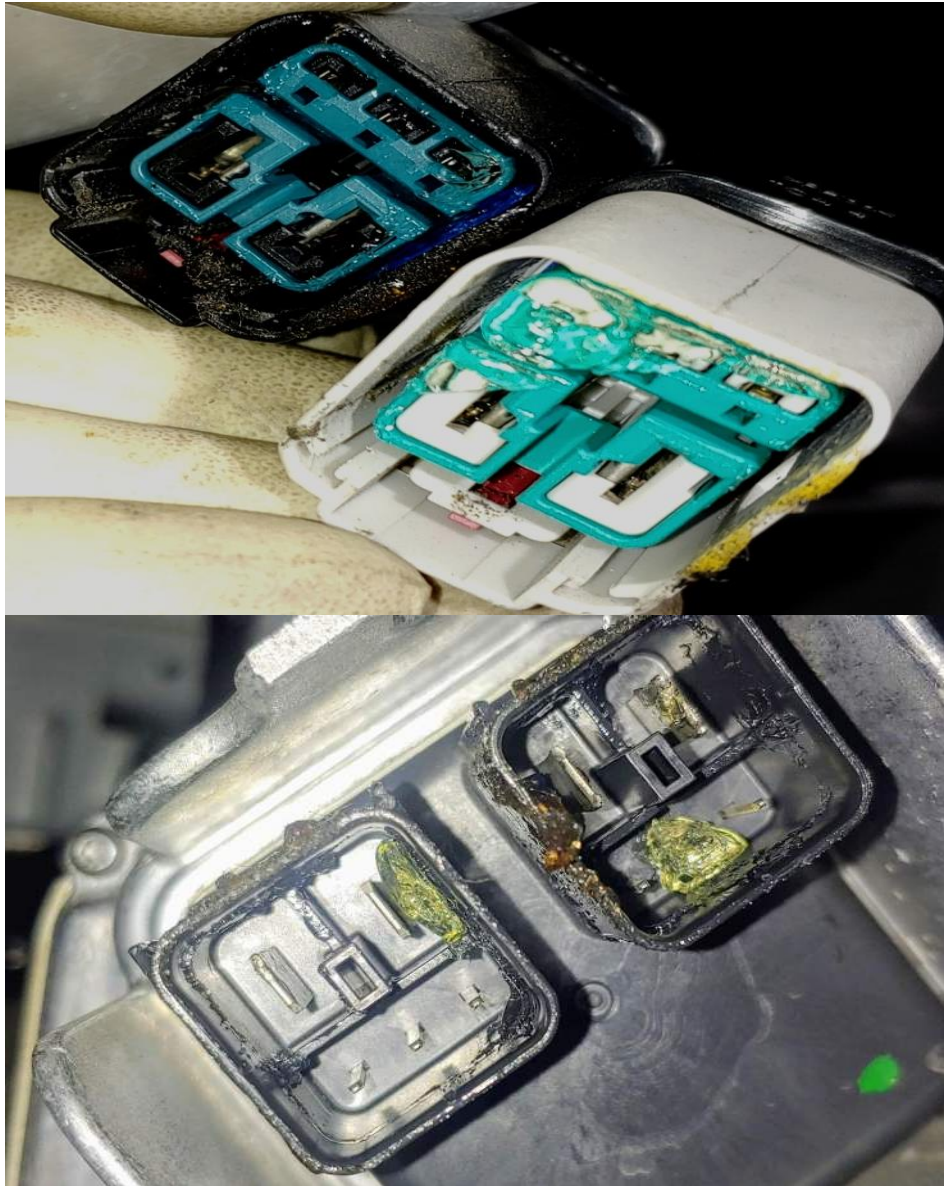
1. Review any applicable service bulletins and information that may apply to a customer complaint. If DTC U0131 Lost Communication with Power Steering Control Module is set, do not start with replacing the EPS. Verify the EPS connectors are fully snapped in by pushing on the connectors. Comments from field technicians show concerns with the amount of grease found in the EPS connectors. The amount shown in the images is applied at assembly and is correct. Dielectric grease is used in this location due the EPS location and contact with moisture and IS NOT the cause of U0131 DTC. Do not add to or remove the factory applied grease. Inspect the pins for push out and damage such as being bent. Inspect the EPS ground locations. Clean connection points and tighten grounding cables.

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.



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Examples of factory applied dielectric grease. **Do not add to or remove the grease.**

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2. If the concern cannot be duplicated after performing all applicable checks and diagnostic steps, and no active U0131 fault codes are present, **do not replace the steering gear**. This is likely from a startup only issue which gets fixed during the next key cycle.
3. Advise the customer to monitor the steering assist performance and any warning messages or lights. If the issue recurs, they should return to the dealership for further diagnosis.

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