

STAR ONLINE PUBLICATION

Case Number: [REDACTED]

Release Date: 10/26/2019

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Symptom/Vehicle Issue: Intermittently Service Shifter Message Appears On Cluster, Power Steering Appears Stiff, Vehicles Transmission May Enter Into Limp In Mode

Customer complaint/ technician observation: Cluster message to service shifter, power steering stiff, transmission goes into limp in mode intermittently. Technician observed the concerns as intermittent and may have some or all of the associated DTC's C1252-92, U0212-00, U0216-00, U0151-00, U0002-00, U1415-00, U0212-00.

Repair Procedure: Inspect harness routing at the condensor to lower radiator support and transmission housing to harness contact. Repair and re-position the harness(s) as required Fig 1, 2, 3.



Fig 1

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

STAR ONLINE PUBLICATION

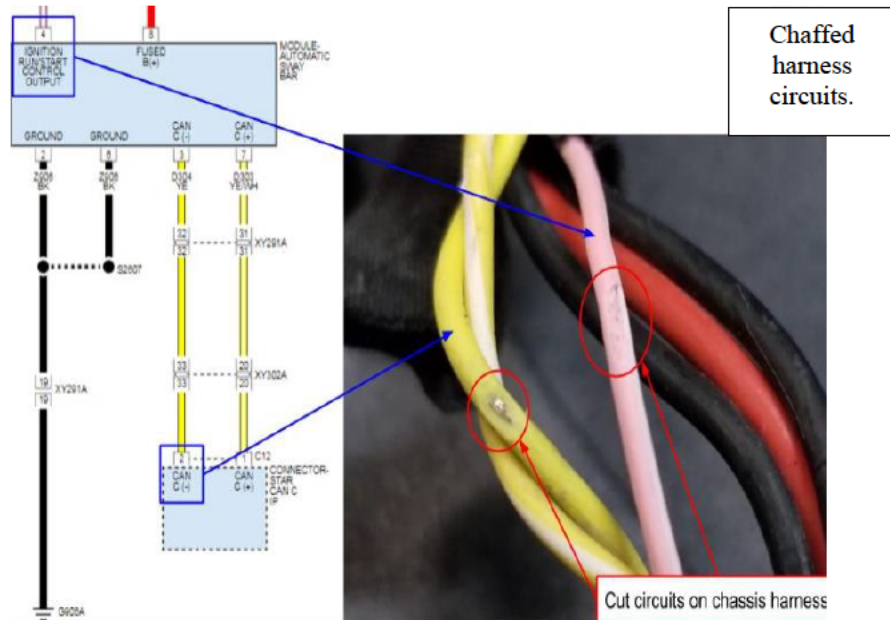
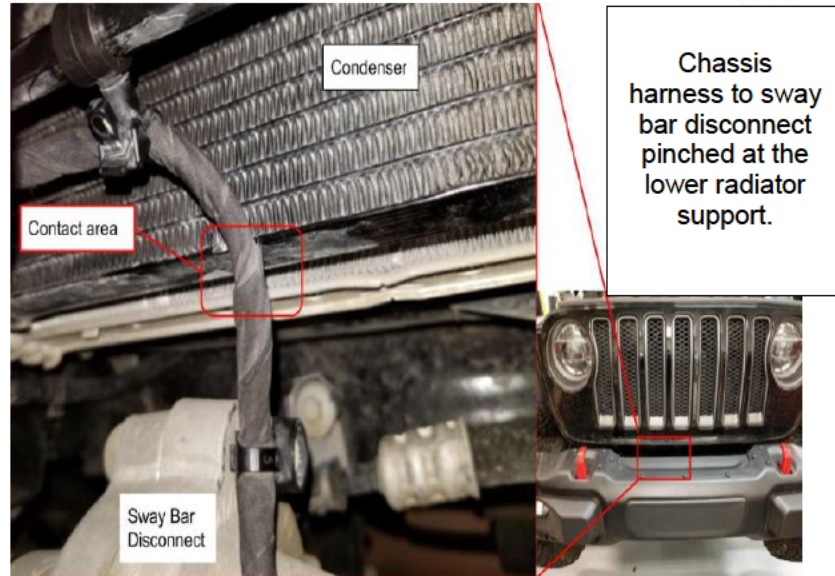
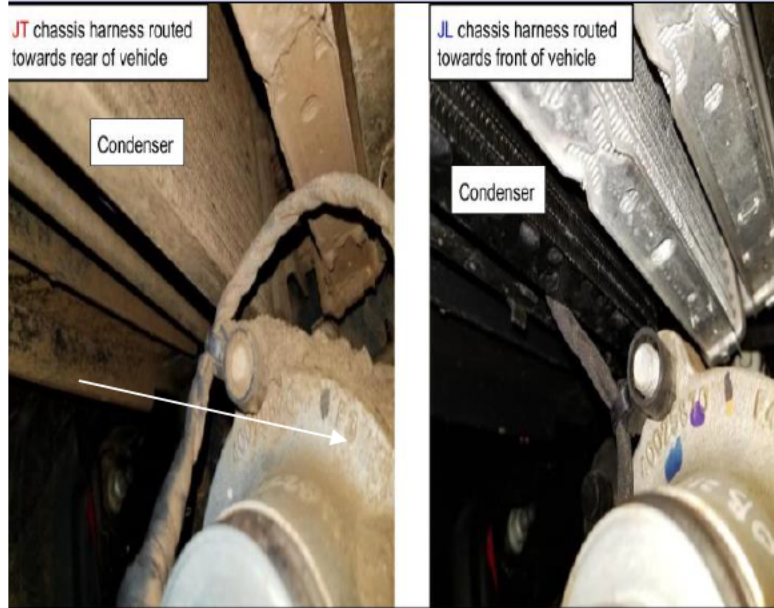


Fig 2

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

STAR ONLINE PUBLICATION



Side view of Sway Bar Disconnect

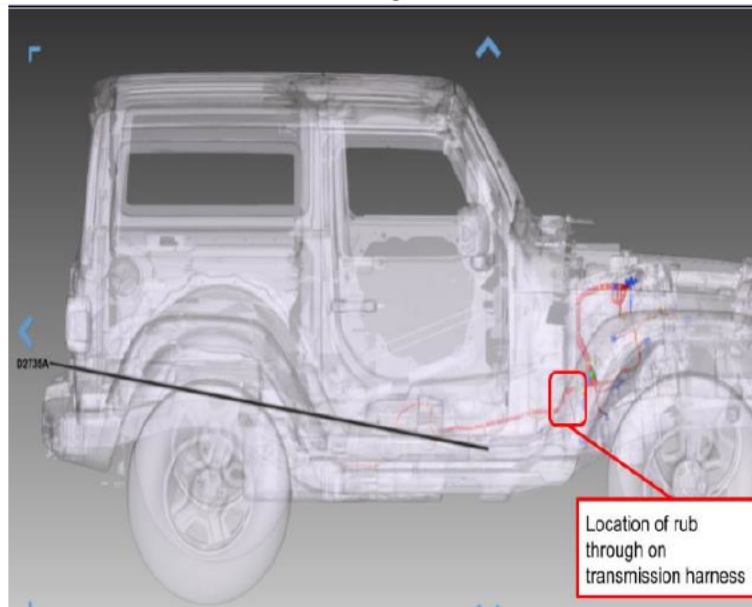


Fig 3

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