

STAR ONLINE PUBLICATION

Case Number: S2008000029

Release Date: 03/25/2020

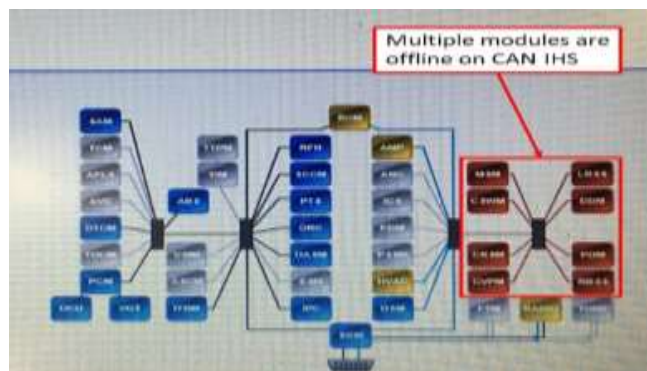
Symptom/Vehicle Issue: Heated Steering Wheel, Steering Wheel Switch Controls Inoperative

Customer complaint/ technician observation: The customer complains that the Steering wheel switches and heated steering wheel are not working. Also the radio at times may not respond to on/off commands, multiple CAN IHS modules not communicating.

Technician observed that multiple IHS modules were offline (see scan tool topology view below) with multiple DTC's setting, stored or active.

- U0184-00 (Lost Communication With Radio-)
- U0164-00 (Lost Communication With HVAC Control Module-)
- U0140-00 (Lost Communication With Body Control Module-)
- U11FB-00 (Lost Communication with Left Blind Spot Sensor-)
- U0199-00 (Lost Communication With Driver Door Module-)
- U0200-00 (Lost Communication With Passenger Door Module-)
- U120E-00 (Lost Communication with Comfort Seat and Wheel Module-)
- U0209-00 (Lost Communication With Memory Seat Control Module-)
- U12AE-00 (Lost Communication With Central Vision Processing Module-)

Repair Procedure: Inspect the inline connector XY307A at the left instrument panel under dash (black 30 way), for a loose connector, pushed out terminals or bent pins, Example Fig 1, 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

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Wiring Diagram - CAN IHS BUS SYSTEM

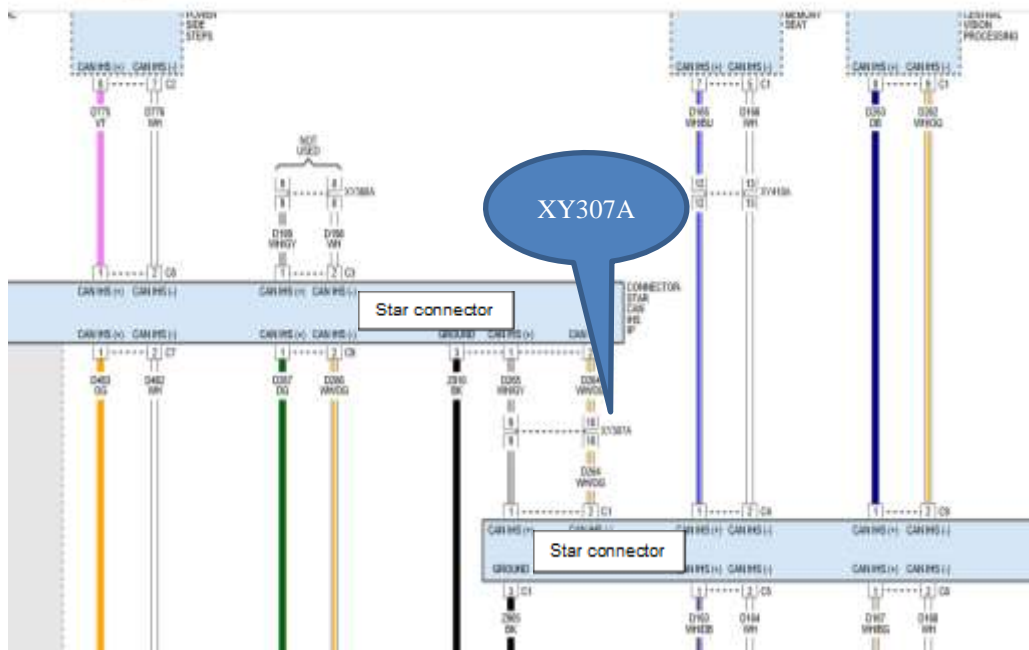


Fig 1

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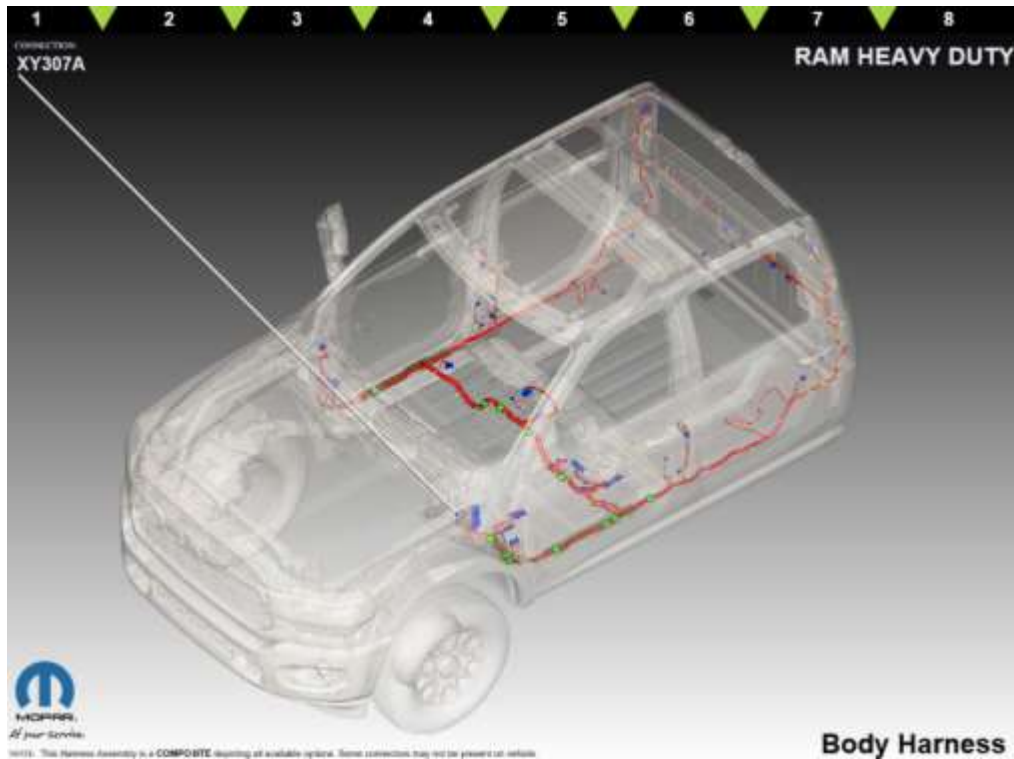


Fig 2, location of 30 way black connector XY307A.

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