

# STAR Case



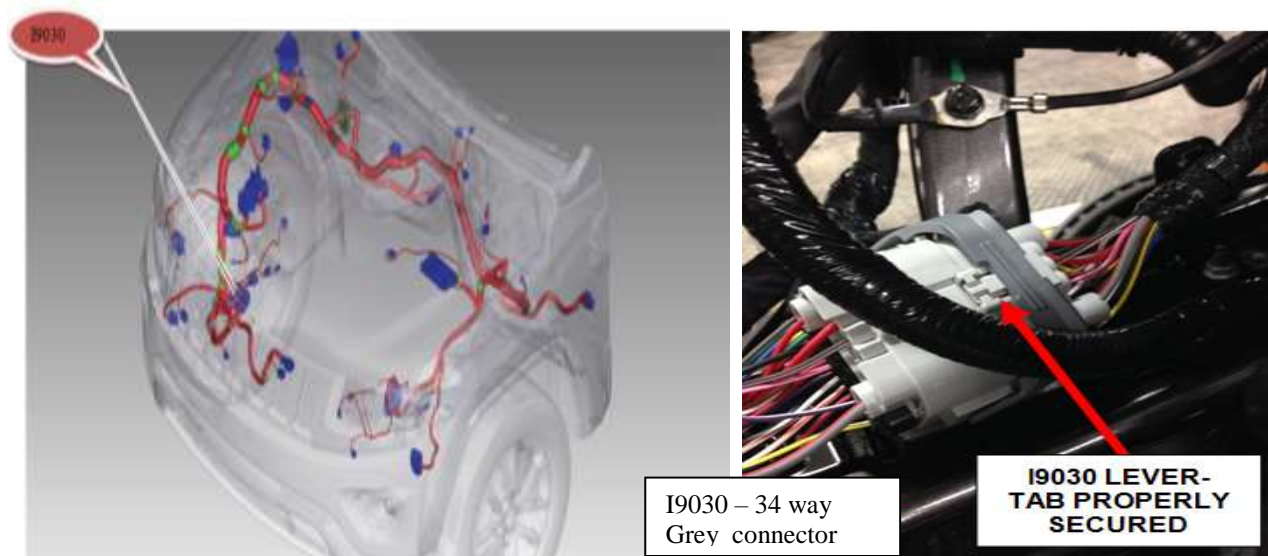
**Case Number:** S2008000043

**Release Date:** 04/07/2020

**Symptom/Vehicle Issue:** No Start, No CAN C BUS Communications

**Customer complaint/ technician observation:** Vehicle does not start. Technician observed DTC U0002-88 CAN C BUS Performance

**Repair Procedure:** Review connector i9030 for the involved CAN C circuits for signs of corrosion, spread or pushed out terminals; secure the connector locking lever. Inspect both CAN C STAR connectors for any loose or damaged terminals. Isolate and remove individual module circuits at the STAR connector locations to identify any improved module communication or CAN C circuit voltage changes. No parts required Fig 1, 2, 3.



**Fig 1**

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center 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.

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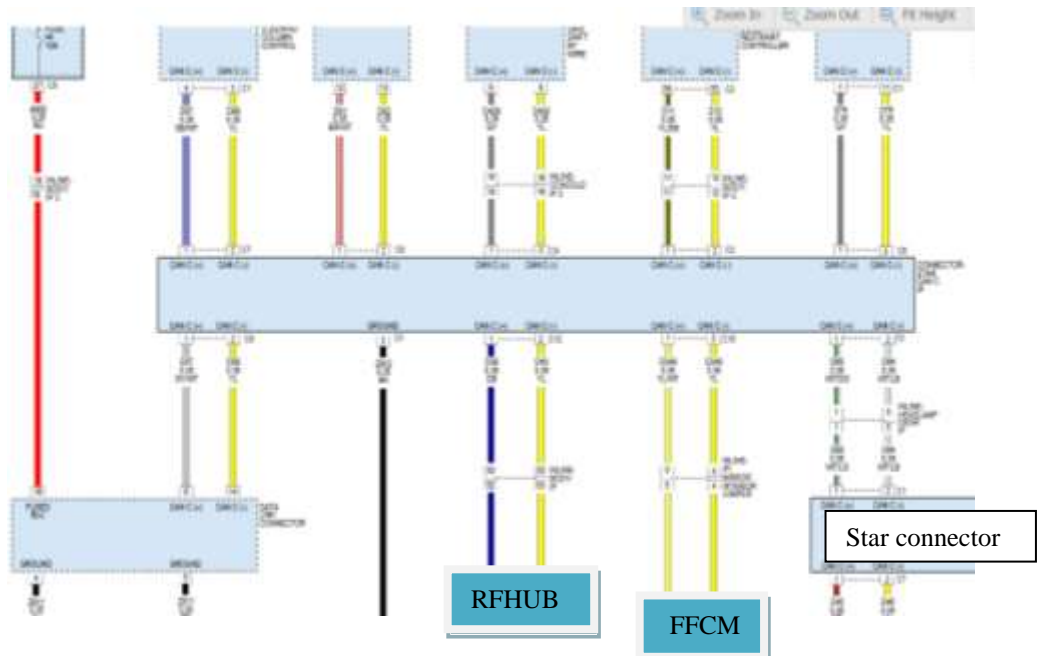
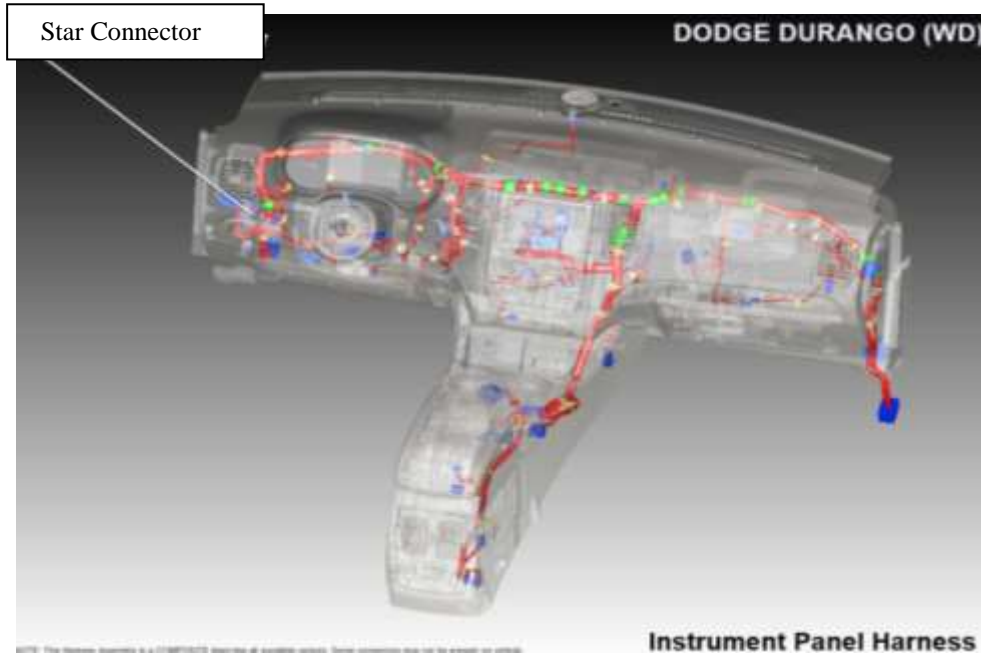


Fig 2

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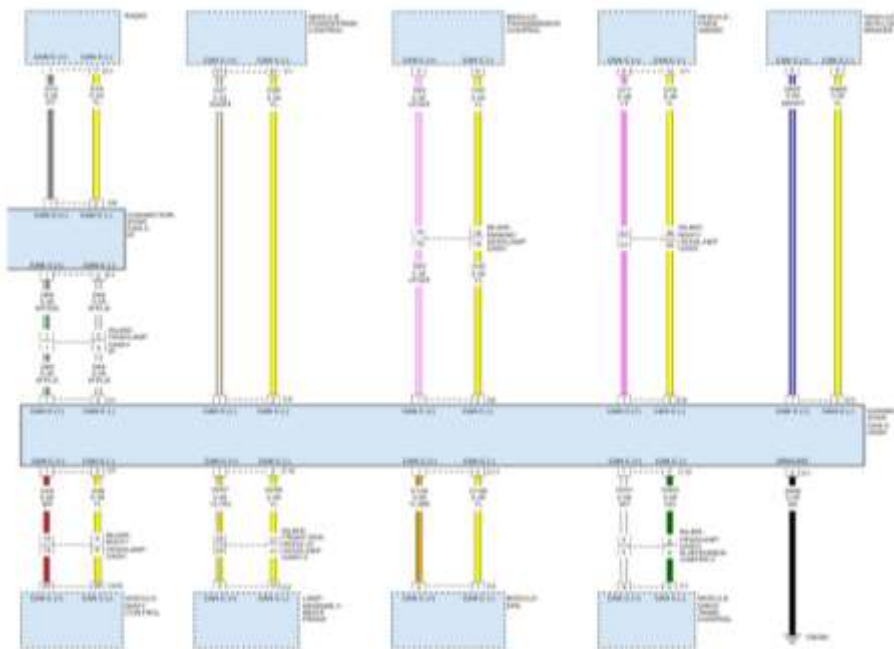
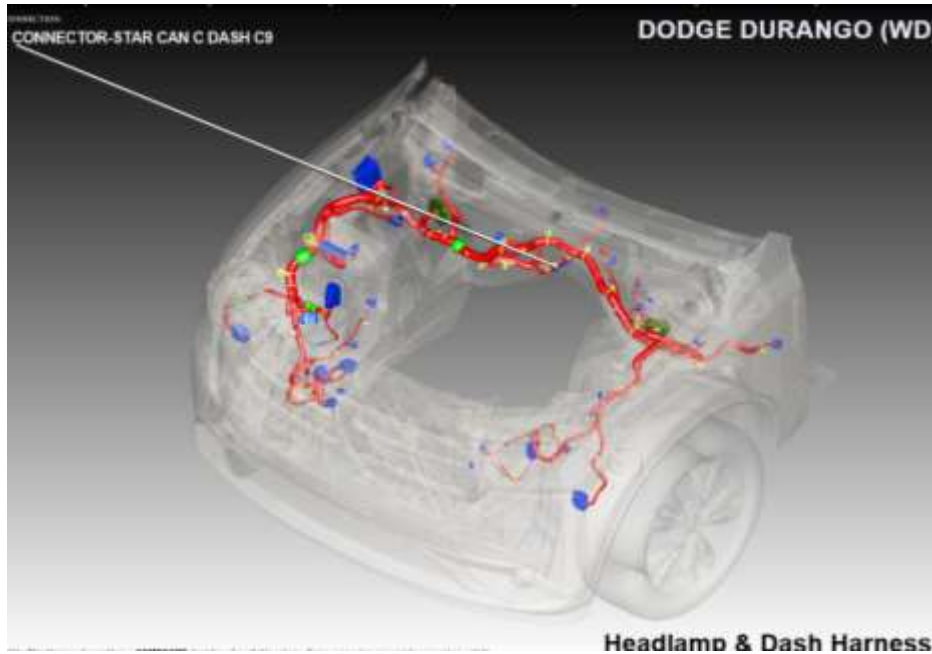


Fig 3

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