

STAR ONLINE PUBLICATION

Case Number: S2008000074

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Symptom/Vehicle Issue: Cluster Message Service Transmission, Multiple Cluster Warning Lamps On At Times, CAN C BUS Communication Codes In Multiple Modules

Customer complaint/ technician observation: Owner complains the vehicle does not start, cluster warning lamps turn on at times driving and cluster displays a service transmission message intermittently. Technician observed multiple modules are setting loss of communication DTC's for CAN C BUS loss of communication, U0002-00 CAN C BUS Performance, U0001-00 CAN C BUS.

Repair Procedure: Disconnect modules independently to isolate potential issues. Wiggle harnesses at various CAN C splice block and/or module connector locations while monitoring CAN C circuit voltage for change. Repair suspect harness, module connector or CBS (CAN BUS Splice Block) connections. Example of a terminal loose at splice block 11 location Fig 1, 2, 3.

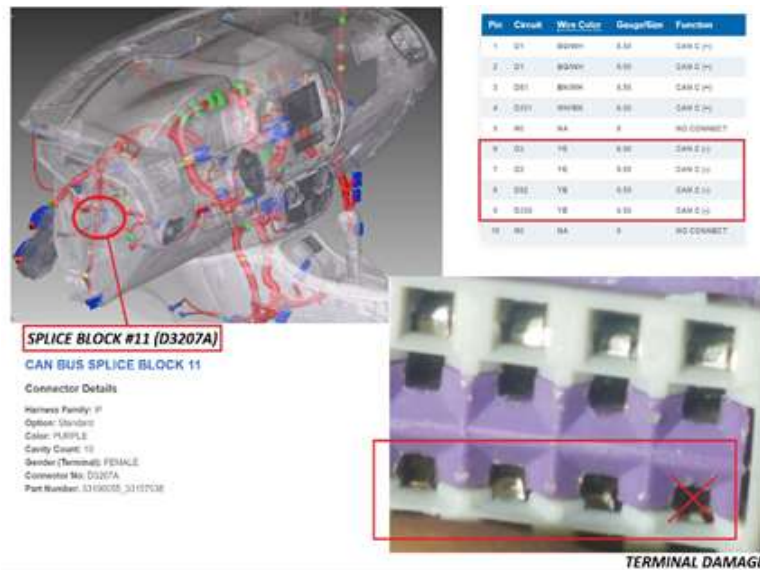


Fig 1

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

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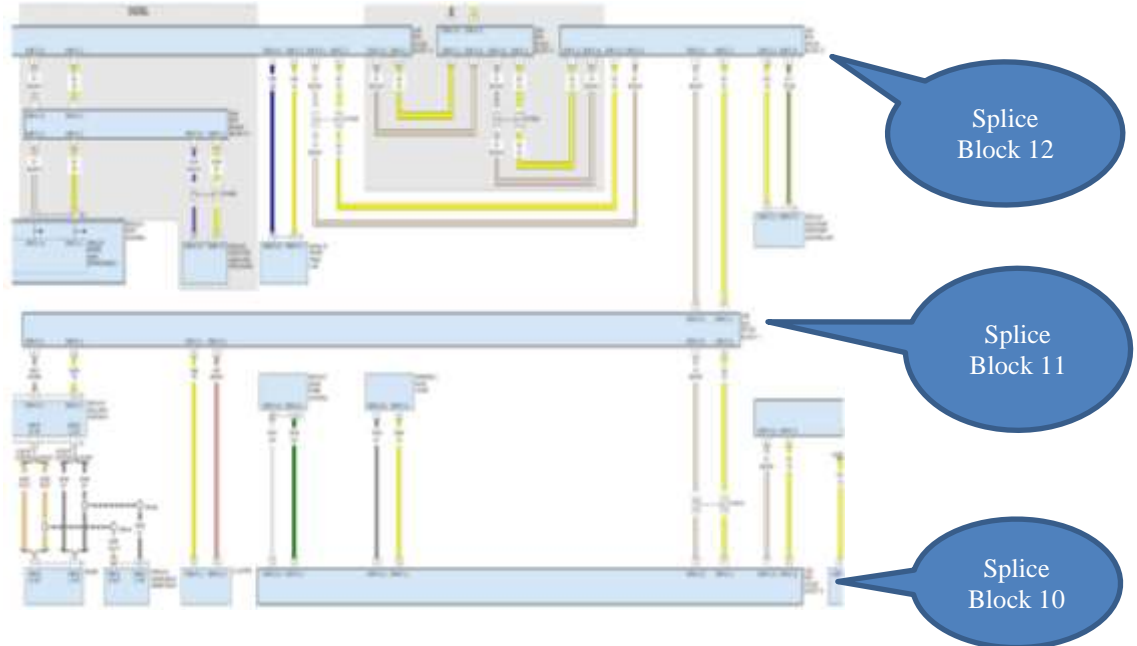
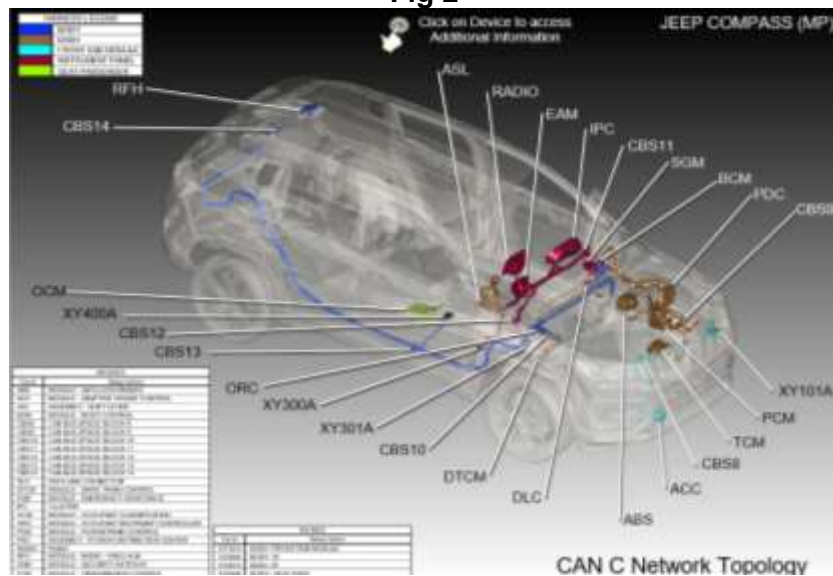


Fig 2



CBS (CAN BUS Splice Block) Locations

Fig 3

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