



STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Service Shifter Is Displayed In the EVIC

Discussion: The Customer may see "Service Shifter" message in the EVIC if these conditions arises. This message appears whenever there is a loss of communication (DTCs U11E3, U11C3, U1101, or U1103) between the Gear Shifter Module (GSM) or Transmission Control Module (TCM). Root cause has been determined to be one of three causes: (1) residue in the shifter due to liquid spilled; (2) XY200A shifter inline connector not plugged-in properly; or (3) battery failures, which causes loss of communication, issue between the shifter and the trans.

Diagnosis: If one of the four DTCs are Active or Stored, or if the customer has complained about the "Service Shifter" message; the technician should check that the shifter connections are clean and seated properly and that the charging system is operating correctly.

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