

STAR ONLINE PUBLICATION

Case Number: S2021000003 - REV. A.

Release Date: 09/11/2020

Symptom/Vehicle Issue: (CEL) Check Engine Light Is On, Vehicle Speed May Be Limited (2nd Gear Limp Mode), Shifting May Be Erratic, Cluster Message To Service Transmission

Customer complaint/ technician observation: Owner complains of a Check Engine Light that turns on, vehicle speed is limited or erratic shifting concerns. Technician observed one or multiple DTC's active or stored: P0712, P0713, P0962, P0963, P0966, P0967, P0970, P0971, P0973, P0974, P0717, P07BF, P07C0, P0868, P0869, P0729, P0731, P0732, P0733, P0734, P0735, P0736, P1731, P2720, P2721, P2729, P2730, P2757, P2763, P2764, P2814, P2815, U0402.

Repair Procedure: Inspect the transmission housing main connector on the left side of the transmission housing. Connector D6647 is located toward at the rear of the transmission case as shown. Inspect the connector for any signs of loose or pushed out terminals or poorly secured connection Fig 1, 2, 3.



Fig 1-1

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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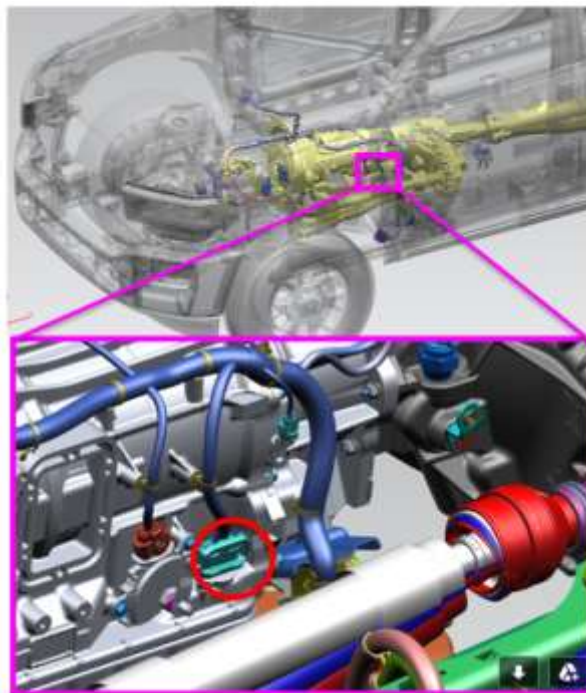


Fig 1-2 (D6647A – 30 way transmission solenoid connector)

Transmission case connectors

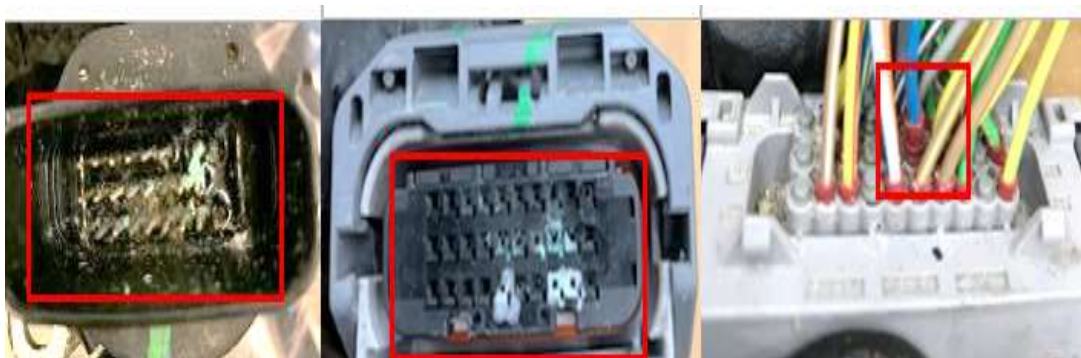


Fig 2

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Clean, repair or replace any affected transmission case connectors using the FCA approved connector and circuit repair guidelines. Secure any pushed out terminals or weather seals to ensure no water entry. If no transmission case connector or terminal damage is located at the transmission case connector, inspect the inline harness connector XY107A – 34-way black connector at the location shown below for any potential suspect circuit terminal issues and repair as needed. Connector repair kit - 68228245AA

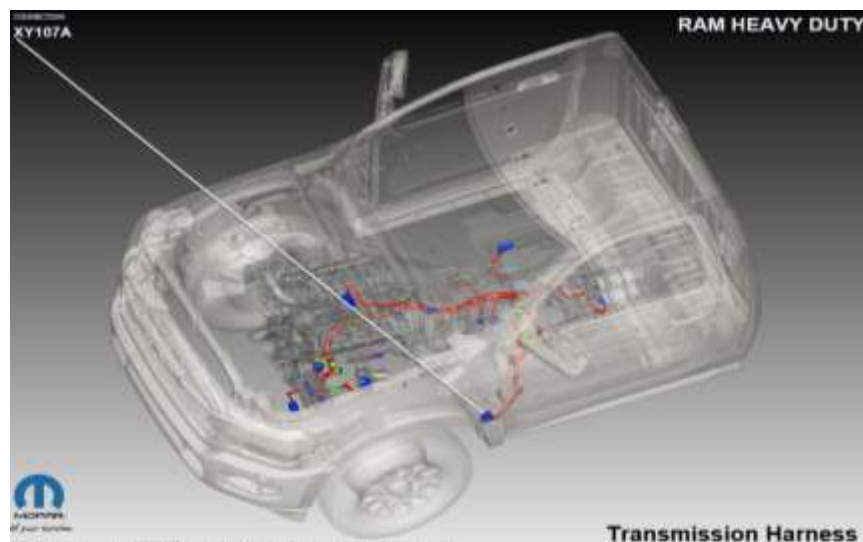


Fig 3

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