

# STAR ONLINE PUBLICATION

**Case Number:** S2008000062 REV. A.

**Release Date:** 09/12/2020

**Symptom/Vehicle Issue:** No Start, Check Engine Lamp On, Multiple Cluster Warning Lamps On

**Customer complaint/ technician observation:** Owner complains multiple cluster warning lamps are on and the vehicle will not start. Technician observed multiple module communication errors, examples of associated DTC's setting in multiple CAN C modules U0418, U0001, U0299, U11A3, U0102, U1141, U11C2, U0103, U0128, U0002-00, U0415-86, U0401-00, U1106-88, C1252-92, U0002-88, U0420-00, U0001-88 and U0402.

**Repair Procedure:** When multiple modules on the CAN C BUS are displaying communication DTC's. Inspect the STAR connector locations to ensure the STAR connector terminals and connector locks are fully secure with no loose connections. Wiggle testing the harness at or near connectors while monitoring for a change in the communication can help identify loose or damaged terminals during intermittent DTC diagnostics Fig 1, 2, 3.

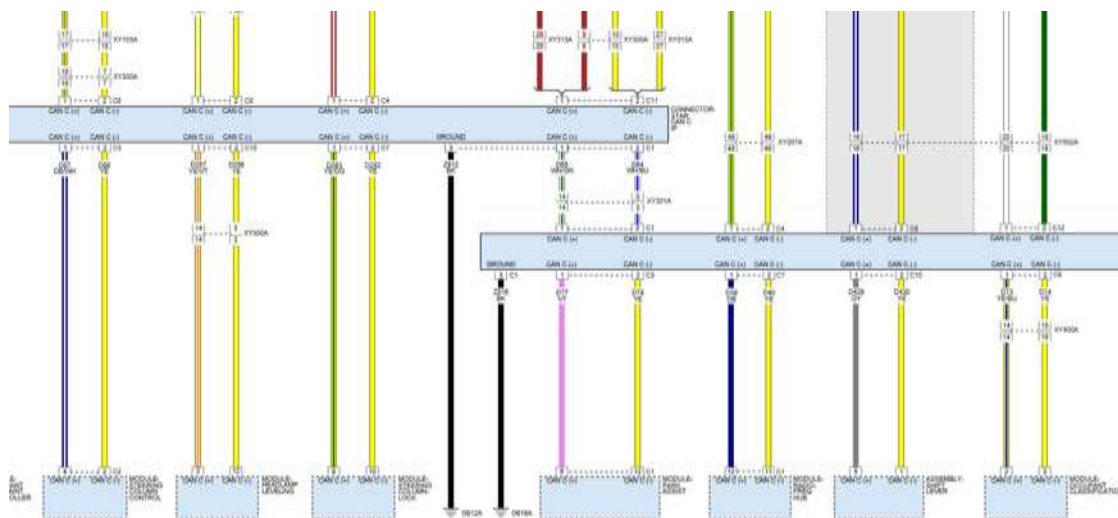


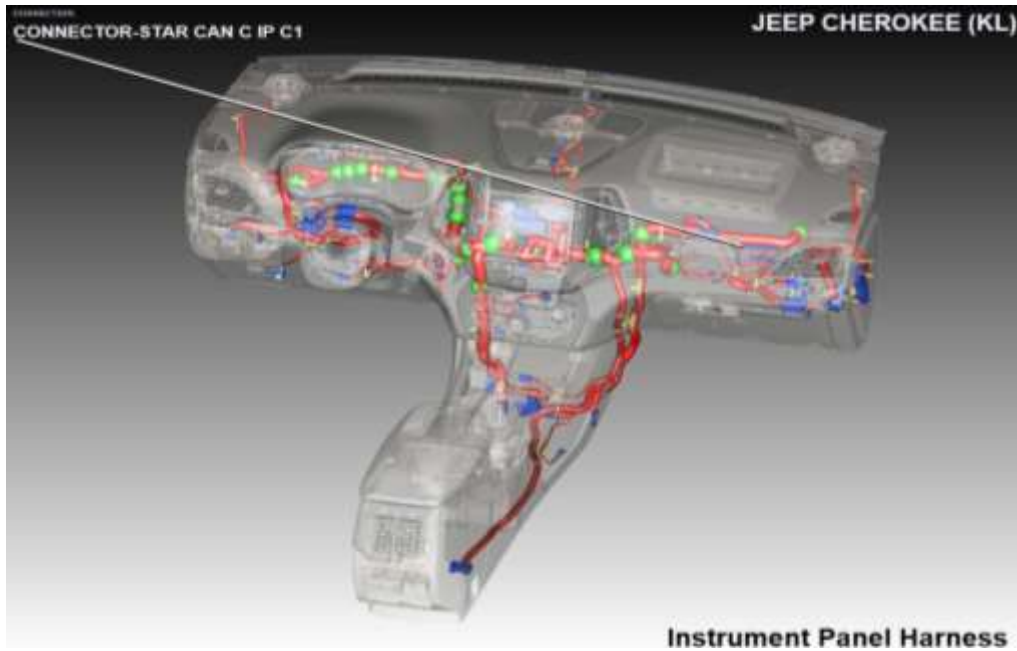
Fig 1

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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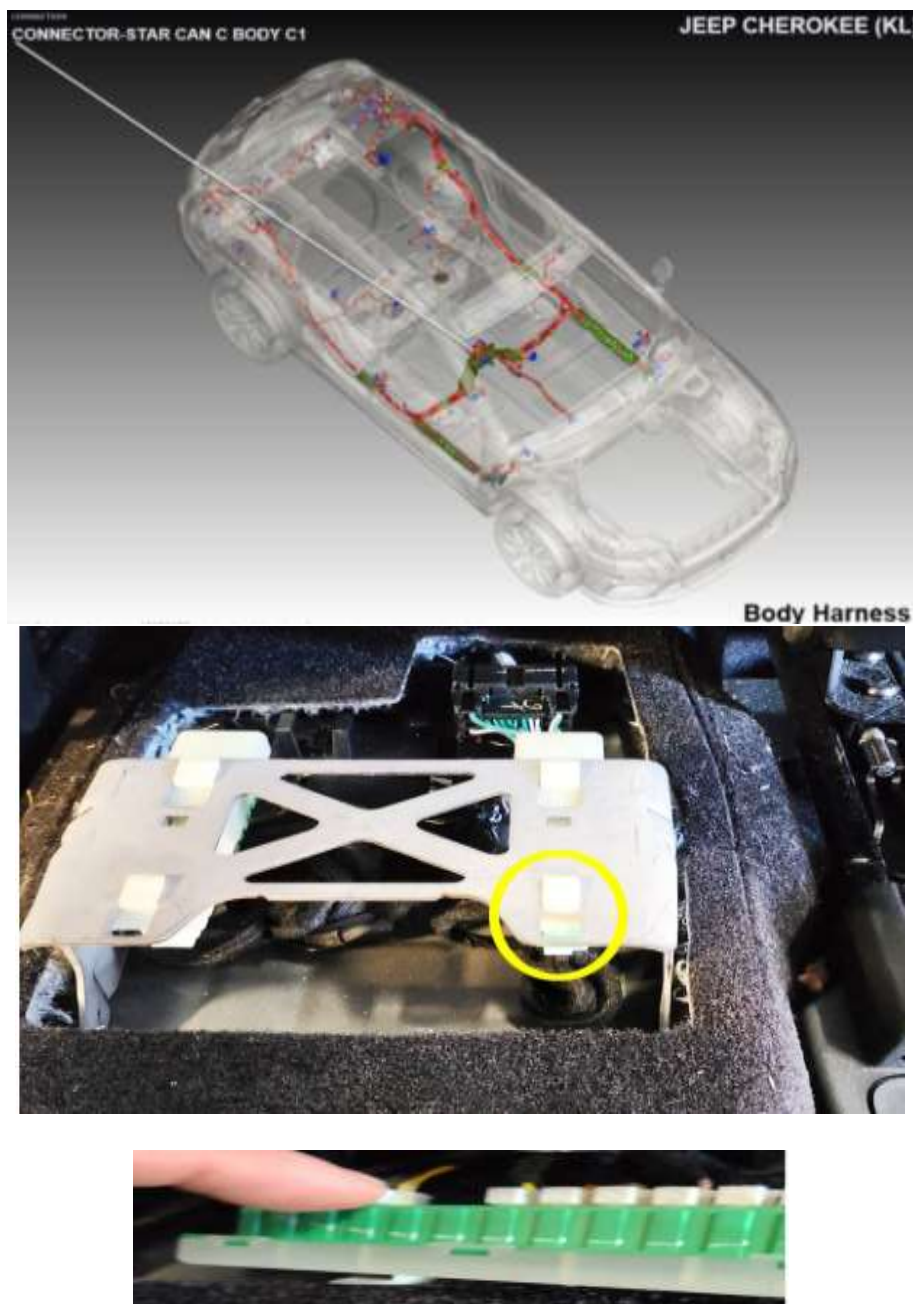


**Fig 2**

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**Fig 3**

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