

## STAR ONLINE PUBLICATION

---

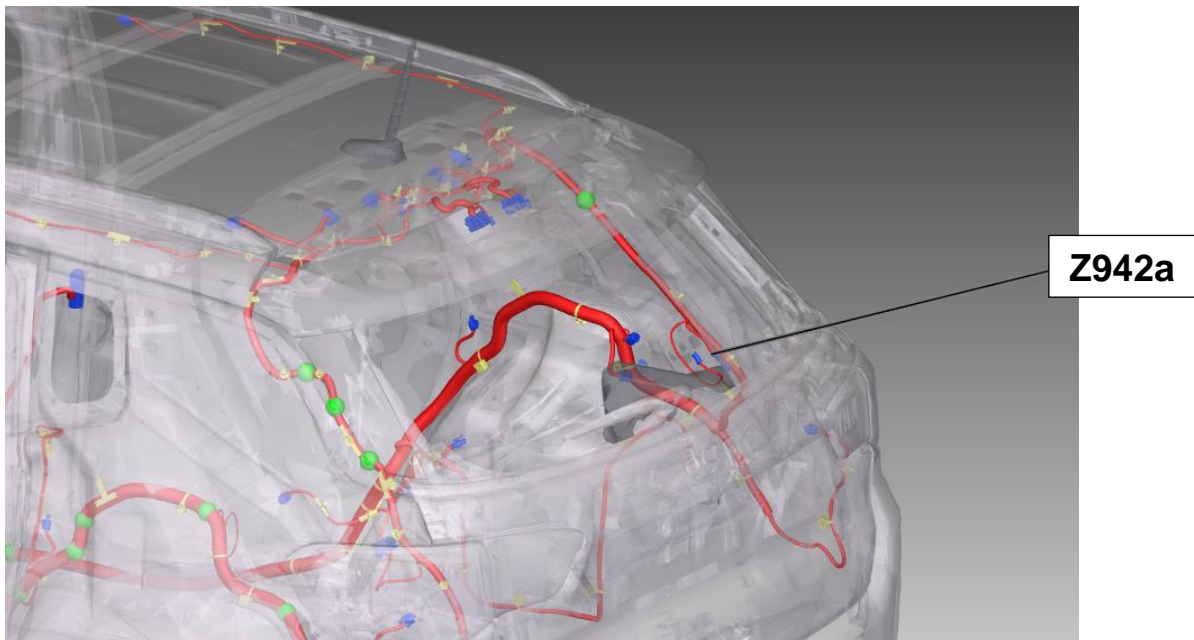
**Case Number:** S1908000108 Rev. A

**Release Date:** 11/10/2020

**Symptom/Vehicle Issue:** Intermittently the vehicle will not crank or start, the RKE, door locks, and remote start will not operate. Multiple U-codes are present

**Discussion:** The customer may complain intermittently the vehicle will not crank or key on. Attempting to use the key FOB/RKE does not unlock/lock the doors or remote start the vehicle. Upon scanning the vehicle for DTC's, multiple U-codes may be found for Implausible Data and Loss Of Communication. The most common being U11B9-00, U0100-00, U0001-00, U0401-00, and U0422-00.

**Diagnosis:** This concern could be caused by a loose crimp at the Z942a ground eyelet. The ground is located on the passenger side D-Pillar above the subwoofer.



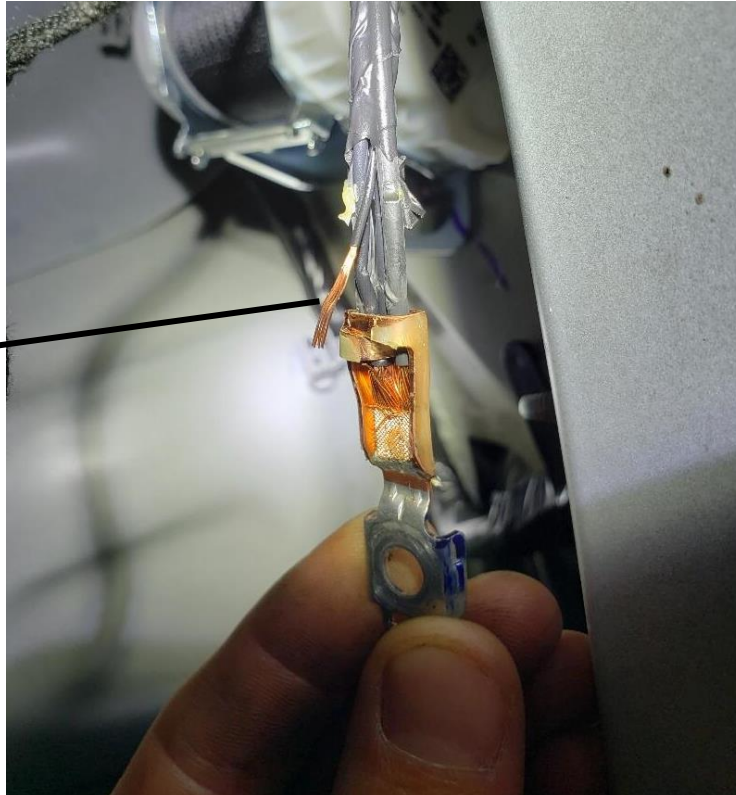
This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. 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**

## STAR ONLINE PUBLICATION

The Z942a supplies ground to multiple components including the license plate lamps, fuel pump, RF Hub, EVAP system and the liftgate handle.

Wire loose from  
Z942a ground  
crimp



**Repair:** Carefully inspect the ground crimp by pulling on the individual wires one at a time verifying they are securely attached to the eyelet. If found to be loose, you will need to solder and re-crimp the loose wire to the eyelet.

**Verification:** Once repairing and reconnecting the ground, clear all DTC's. Wiggle test the ground in an attempt to duplicate the concern. Scan the vehicle again for DTC's verifying the customer's concern no longer exists. If a concern still exists, continue diagnosing the vehicle using the DTC flow charts.

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**