



STAR ONLINE PUBLICATION



Case Number: S210800055 REV. A

Release Date: 03/17/2021

Symptom/Vehicle Issue: Dash Lights Flicker, Wipers And Door Locks Cycle On/Off While Driving, Cluster EVIC And Radio Inoperative

Customer Complaint/Technician Observation: Owner complains of various electrical concerns that all appear at one time as described above. Technician observed the vehicles are setting many communication codes along with a higher level battery voltage DTC B2199-16 BATTERY VOLTAGE-CIRCUIT VOLTAGE BELOW THRESHOLD, U0019-01-CAN B BUS - GENERAL ELECTRICAL FAILURE and many U codes.

Repair Procedure: Starting with the higher level DTC's possible cause list for low battery voltage first and then BCM DTC for BUS communications if needed can provide added possibilities of a common power and or ground that can create other communication faults to set Fig 1, 2, 3.

Possible Causes
CHARGING SYSTEM LOW
FUSED B(+) CIRCUIT HIGH RESISTANCE
IGNITION RUN/START CIRCUIT HIGH RESISTANCE
GROUND CIRCUIT HIGH RESISTANCE
SECURITY GATEWAY MODULE (SGW)

G021PA/G021PB Ground Found to Be Loose

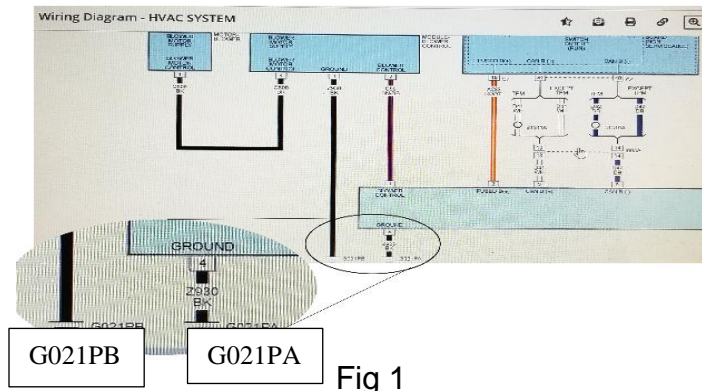


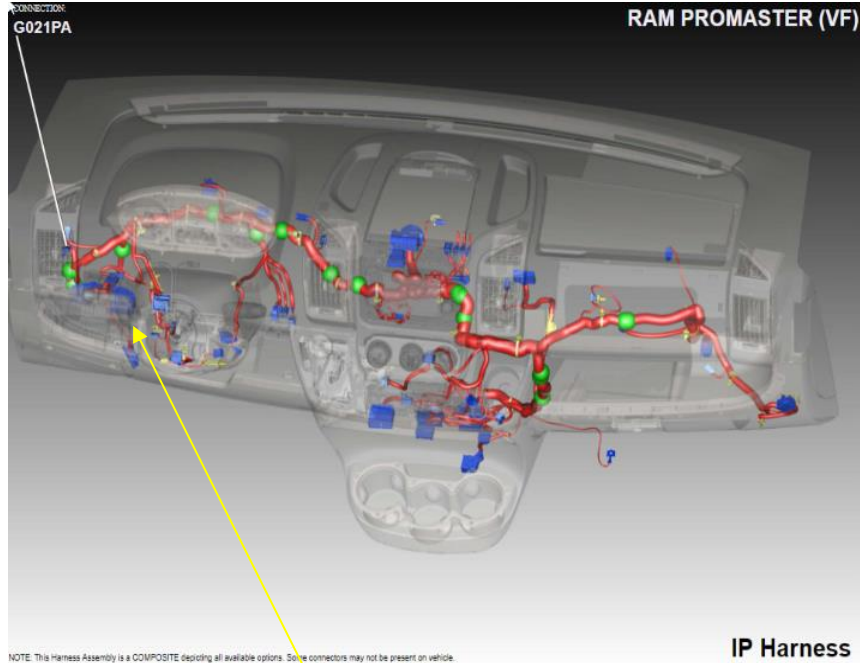
Fig 1

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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Driver side behind BCM, Grounds G021PA, G021PB

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