



STAR ONLINE PUBLICATION



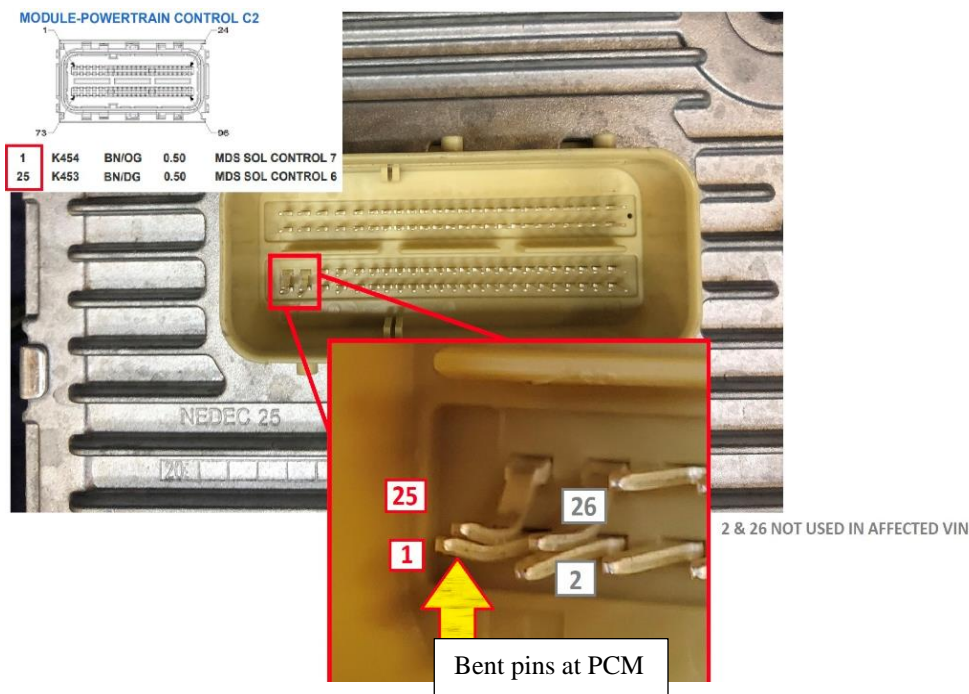
Case Number: S2108000099

Release Date: April 2021

Symptom/Vehicle Issue: CEL (Check Engine Lamp) Lamp On, No Apparent Drivability Complaints

Customer Complaint/Technician Observation: Owner complaint, check engine lamp is on. Technician observed lamp on with multiple cylinder deactivation fault codes, P3441 Cylinder 6 Deactivation control circuit, P3449 Cylinder 7 Deactivation control circuit, P3497 Cylinder Deactivation System Bank 2.

Repair Procedure: Inspect the PCM connector C2, Black – 96-way, for any signs connector spread terminals or possible PCM pin damage. Replace the PCM and or repair any damage to the C2 connector, repair kit 68404960AA.



C2 PCM connector repair kit 6840460AA

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. 04.21.21

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found