



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Service 4WD Message. Diagnostic Trouble Code (DTC) C1465-12 – Front Axle Disconnect Control Circuit High-Circuit Short To Battery, Set.

Discussion: Some customers may experience a Service 4WD message displayed in the EVIC. Upon further investigation, a technician may find DTC C1465-12 setting in the Drivetrain Control Module (DTCM). It may also be noticed that this DTC may be triggered by quickly cycling the ignition on, off, and then on again.

If you encounter a vehicle with this concern, please inspect the current software level in the DTCM. Using wiTECH, navigate to the DTCM “Flash” tab, and inspect to see if the current software is one of the following part numbers:

- 68589093AB (for sales code DHY, 1-speed transfer case systems)
- 68589094AB (for sales code DKA 2, 2-speed transfer case systems)

If the DTCM is programmed with one of these 2 part numbers, clear the DTCs and do not replace any parts at this time. A software fix is currently under development to address this concern.

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