



STAR ONLINE PUBLICATION



Case Number: S2121000019

Release Date: November 2021

Symptom/Vehicle Issue: Binding/Growling From Front Axle On Tight Turns, and/or Service 4WD Message.

Discussion: A small number of customers may experience a binding/growling sensation from the front axle on tight turns. In addition, they may experience a Service 4WD message displayed in the EVIC. Upon further investigation, a technician may find Diagnostic Trouble Code (DTC) C1423-64 – Transfer Case Internal Performance – Signal Plausibility Failure, setting in the Drivetrain Control Module (DTCM).

This concern is currently under investigation. If you receive a vehicle in with this condition, please perform the following:

1. Obtain a current Vehicle Scan and Configuration Report prior to clearing any DTCs.
2. Contact Star and start a case referencing this SOL Publication. Be sure to attach the reports to the case. This will be for information gathering purposes, and if further diagnosis is needed.
3. Using wiTECH, navigate to the Guided Diagnostics section and perform the Reset ECU routine for the DTCM.
4. Clear all DTCs. Did DTC C1423-64 reset?
 - a. No>>> Do not replace any parts at this time. The fix for this condition is currently under development. Proceed to [\(Step 5\)](#)
 - b. Yes>>> Further diagnosis is required. Please follow all normal published diagnostics, and repair as necessary.
5. Release the vehicle to the customer. Additional documentation will be released when the fix is available.

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