



STAR ONLINE PUBLICATION



Case Number: S2108000148

Release Date: June 2021

Symptom/Vehicle Issue: CAN C Bus Intermittently Loses Communication. Power Steering Becomes Stiff

Discussion: The customer may indicate that they lost power steering assist and that multiple warning lights came on. Multiple CAN C communication DTC's are found when scanning the vehicle for DTC's. This issue may be caused by a loss of CAN C communication. This concern may be caused by a missing transmission wiring harness retaining clip which allows the CAN C wiring harness to contact the retaining clip mounting stud.

Diagnosis: The concern may be duplicated more frequently when driving down bumpy roads or during high g-force cornering. Inspect the transmission wiring harness near the XY230A connector located under the PDC. Using the images below determine if the trans wiring harness mounting clip is missing. If it is, it is likely the wiring harness has made contact with the mounting stud allowing the CAN C Bus to short to ground. Pull back the thermal sleeving to expose the circuits contained within. Inspect for damage to any of the circuits especially the Violet/Gray and Yellow CAN C circuits.

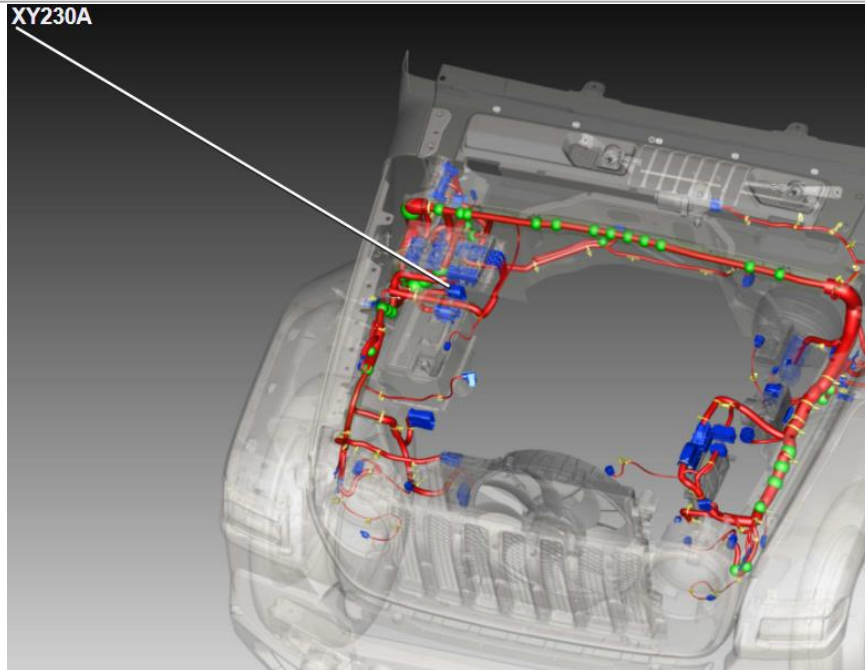
Once the location is found, wiggling the wiring harness in this area should result in the CAN C shorting to ground.

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.

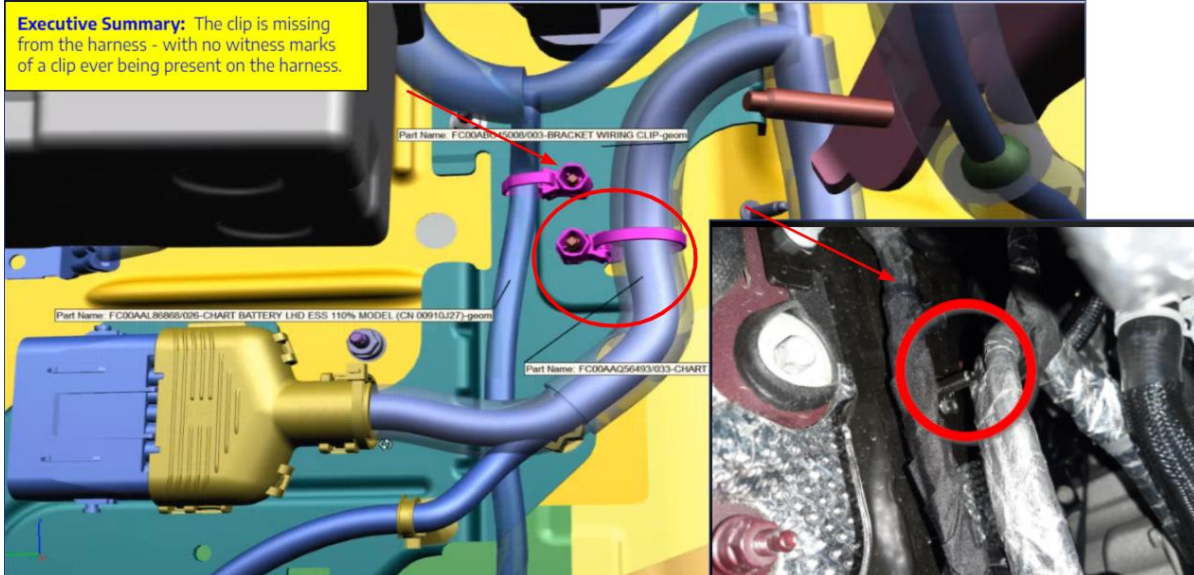
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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Inspect The Area Near Connector XY230A



Location of Missing Trans Harness Retaining Clip. Wiring Harness Contacting Mounting Stud

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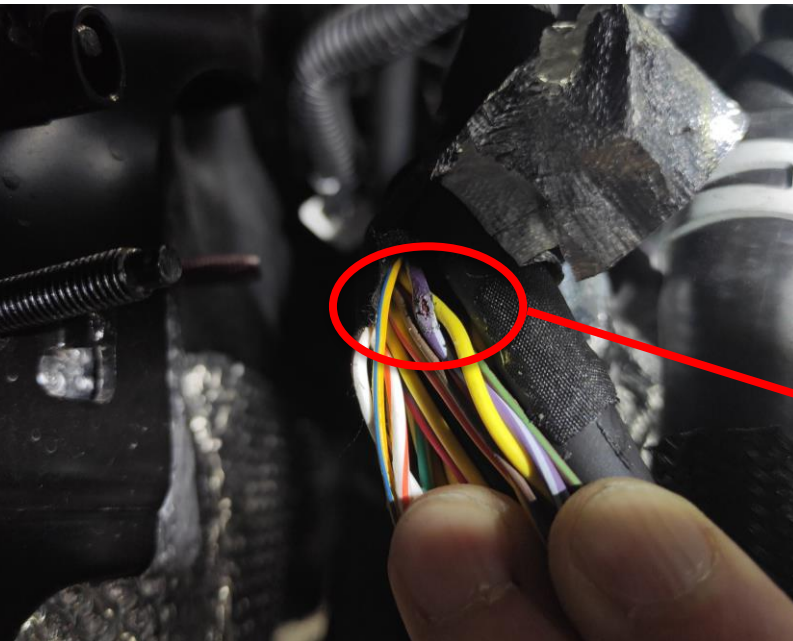


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Mounting Stud Contacting Trans Harness

Hole Is Harness Thermal Sleeving From Stud



Perforation of CAN C Circuit Insulator

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Repair: Repair any damaged circuits using standard wiring repair methods. Secure the harness to the 6mm stud using an appropriately sized stud mount zip tie or similar. Ensure the harness is routed in such a way that it can no longer make contact with the stud and cause future damage.

Verification: Clear all fault codes. Wiggle test the harness after repairs and confirm the CAN C Bus is no longer shorting to ground. Test drive the vehicle in the same manner as the concern was originally duplicated. Scan for CAN C communication faults to confirm the issue no longer exists.

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