



STAR ONLINE PUBLICATION



Case Number: S2108000001

Release Date: 1/6/2021

Symptom/Vehicle Issue: Intermittent No Crank, Multiple CAN Communication Faults Present

Discussion: The customer may state the vehicle exhibits a no crank, no start condition at times. Upon scanning the vehicle for DTC's you may find multiple CAN C Bus communication faults. Including but not limited to U0002-00 - CAN C Bus Off Performance, U0100-00 – Lost Communication With PCM/ECM, U0140-00 – Lost Communication With Body Control Module. These DTC's will only be active when the vehicle is exhibiting a no crank, no start condition.

It has been found that the XY280A Inline Connector is not fully seated causing an open and the CAN C communication faults.

Diagnosis: Inspect the XY280A inline connector and confirm it is fully seated. The connector is located behind the passenger side of the dash.

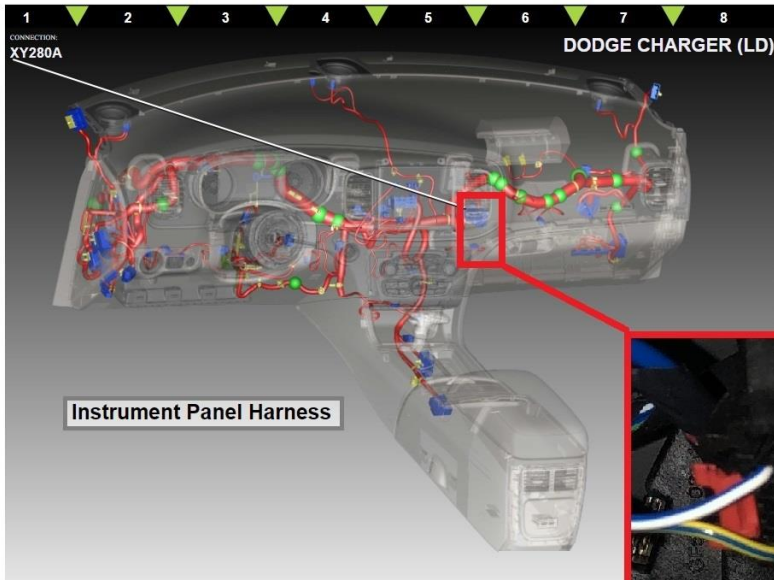
(See images below)

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.

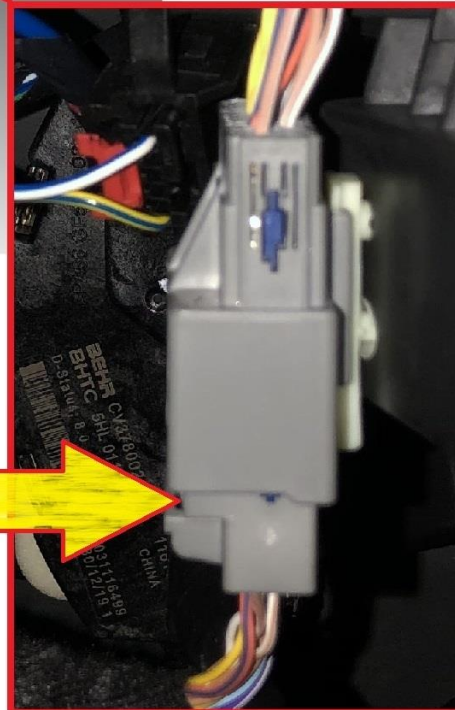
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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INLINE XY280A NOT LOCKED



Repair: Confirm the connector is fully seated. To do this, completely disconnect and reconnect the connector. Ensuring it's fully inserted and locked.

Verification: Clear the DTC's and confirm the no stat condition and CAN C faults do not reoccur.

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