



STAR ONLINE PUBLICATION



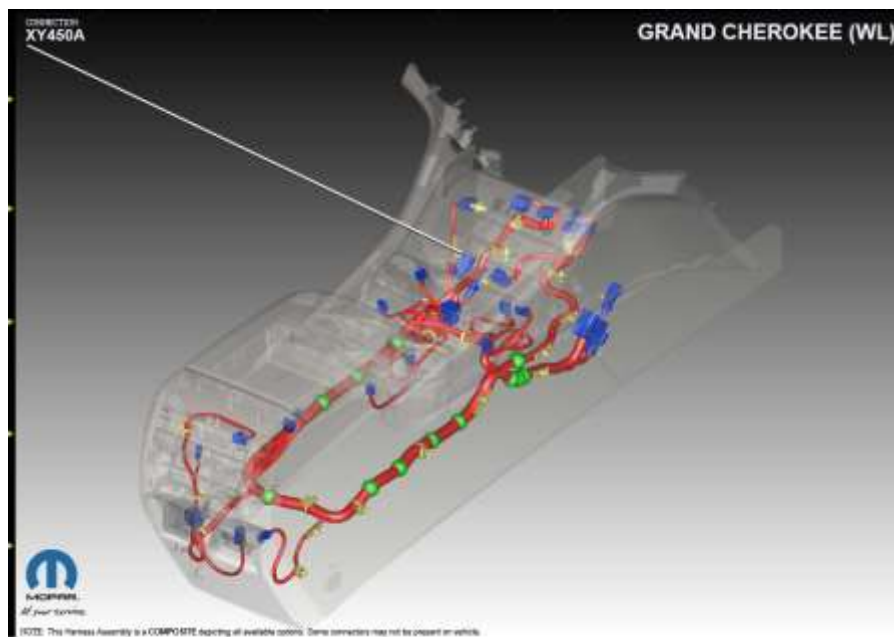
Case Number: S2108000207

Release Date: August 2021

Symptom/Vehicle Issue: Cluster Displays Service Shifter Message

Customer Complaint/Technician Observation: Owner indicates the cluster is displaying a message, service the shifter. Technician observed the message on the cluster and DTC in the ESM (Electronic Shift Module) High Speed CAN FD 10 Communication BUS and U0074-00 Dedicated Powertrain (D-PT) CAN BUS Off.

Repair Procedure: Inspect the XY450A connector, light grey 14 way to ensure the connector is fully secure. If the connector appears secure review for any spread or pushed out terminals with the involved circuits, clean and tighten as needed to complete.



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