Case Number: S2108000053

Release Date: 02/20/2021

Symptom/Vehicle Issue: Cluster Message, Service Air Suspension And Start/Stop Does Not Function

Customer Complaint/Technician Observation: Owner complains of the above cluster messages displayed, **Service System Air Suspension and Start Stop inoperative**. Technician observed the described conditions and that the vehicle has the following DTC's U113E Lost Communication With Intelligent Battery Sensor 'A' Set in PCM and BCM, U0422-00 Implausible Data Received From Body Control Module setting in the ASCM (air suspension control module).

Discussion: Inspect the suspect harness routing for any signs of damage when multiple modules responding are setting communication DTC's on the LIN Bus D401. Wiggle the suspect harness location to help identify if any internal damage at this location. Separate and repair the harness circuits involved to complete Fig 1, 2. Validate repairs and clear DTC's to test operation.

Inspection of a section of the dash harness located behind the driver kick panel found damage to wire strands within the harness.

Fig 1

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found
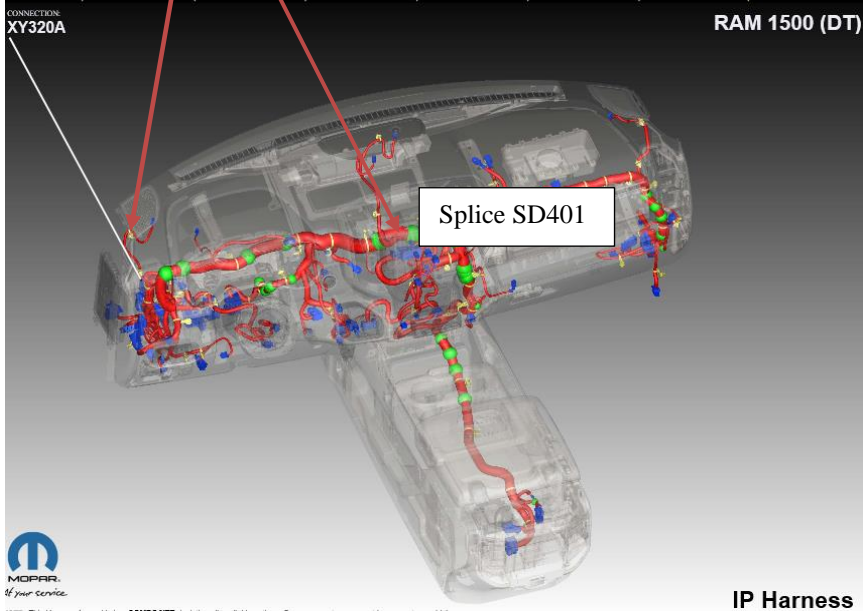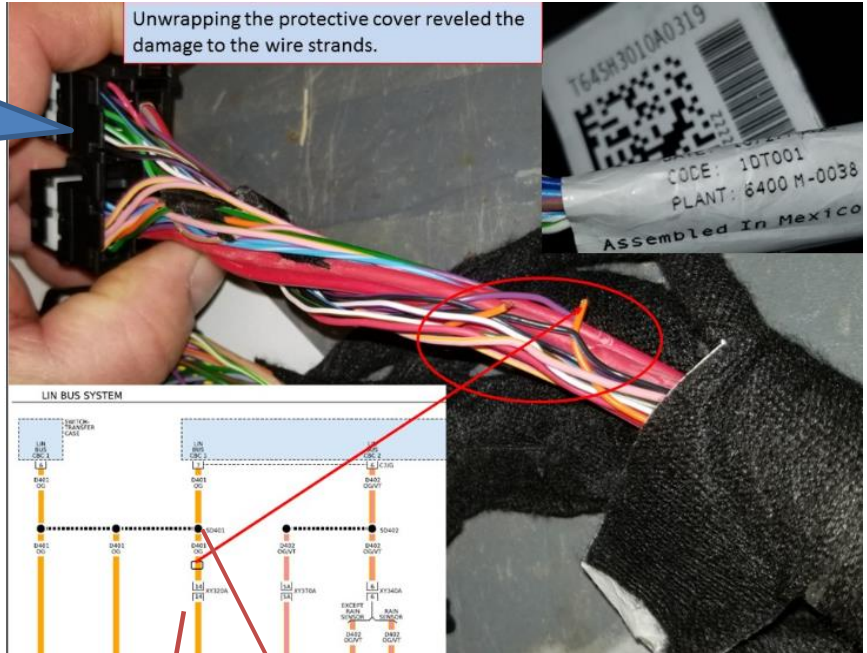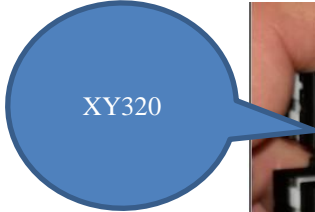
Fig 2

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.

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