



STAR ONLINE PUBLICATION



Case Number: S2121000012

Release Date: June 2021

Symptom/Vehicle Issue: Automatic Transmission Does Not Shift To Next Gear, Limp In Mode

Customer Complaint/Technician Observation: Owner complains randomly the vehicle will not shift to the next gear, limp in mode complaint. Technician observation, no DTC's are set, no warning lamps on as described by the owner or during testing and vehicle shifts and drives normal when at the dealer.

Discussion: Verification and explanation of the ERS (Electronic Range Select) control feature that allows the driver to control shifting by limiting the highest available gear while in drive. This enhancement allows an improved driver experience with varying road and load conditions. See owner manual for added detail Fig 1, 2.

Electronic Range Select (ERS) Operation: The Electronic Range Select (ERS) shift control allows the driver to limit the highest available gear when the transmission is in DRIVE. For example, if you set the transmission gear limit to 4 (fourth gear), **the transmission will not shift above fourth gear** (except to prevent engine overspeed), but will shift through the lower gears normally.

You can switch between DRIVE and ERS mode at any vehicle speed. When the transmission gear selector is in DRIVE, the transmission will operate automatically, shifting between all available gears.

Tapping the GEAR- switch (on the steering wheel) will activate ERS mode, the cluster PRNDL displays the current gear and sets that gear as the top available gear. Once in ERS mode, control max gear for improved shifting by manually tapping the **"GEAR - or GEAR +"**.



Fig1

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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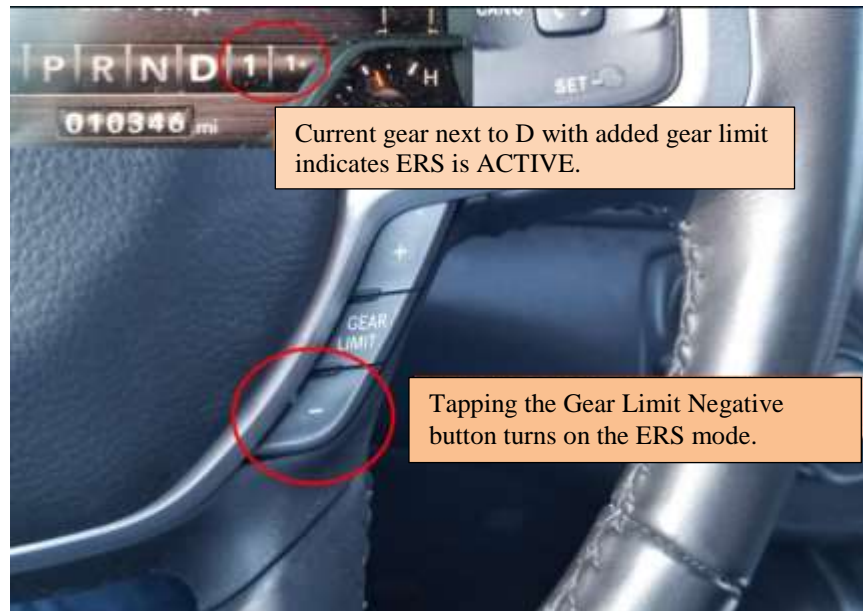


Fig 2

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