



## STAR ONLINE PUBLICATION



**Case Number: S2121000011**

**Release Date: May 2021**

**Symptom/Vehicle Issue:** Long Crank With Diagnostic Trouble Code (DTC) U0104 – Lost Communication With Cruise Control Module, Set.

**Discussion:** A small number of customers may experience a long/extended crank at times. When this occurs there will not be a MIL illumination, and no other symptoms will be present. However, DTC U0104 will set and immediately go stored.

If you have a vehicle with the above condition, clear the DTC and attempt to duplicate the concern. If the concern cannot be duplicated, do not replace any parts. Engineering is aware of this concern, and an updated TCM calibration to address the issue is currently under development.

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**