



## STAR ONLINE PUBLICATION



**Case Number: S2121000013**

**Release Date: July 2021**

**Symptom/Vehicle Issue:** Service 4WD Message, Diagnostic Trouble Code (DTC) C1463-94 – Front Axle Disconnect Control – Unexpected Operation, Set

**Discussion:** A small number of customers may experience a Service 4WD light/message. Upon further investigation a technician may find DTC C1463-94 is set in the Drivetrain Control Module (DTCM).

If you receive a vehicle in for this condition, please performing the following repair procedure.

### **Repair Procedure:**

1. Using wiTECH, navigate to the DTCM “Flash Tab” and check the current software level. Is the DTCM software level at AL level or higher?
  - Yes>>> This document does not apply. Please follow the normal published diagnostics for the concern. Be sure to thoroughly go over the electrical connections at the Front Axle Disconnect (FAD) and DTCM, and repair as necessary.
  - No>>> Do not replace any parts at this time. A new software fix is being developed for this issue. Please contact the Star Center for additional repair direction.

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**