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Case Number: S2121000014 REV. C

Release Date: March 2022

Symptom/Vehicle Issue: Service 4WD Message Illuminated. Diagnostic Trouble Code (DTC) C1472-92 – Transfer Case Clutch Control – Performance or Incorrect Operation.

Discussion: You may experience a vehicle setting DTC C1472-92 in the Drivetrain Control Module (DTCM). This DTC may set after updating the software in the DTCM as well as other modules due to not allowing the system to go fully asleep.

This DTC may also set on its own, through normal operation of the vehicle due to a possible software concern in the DTCM.

If you are working on a vehicle with this DTC, please perform the following repair.

Repair Procedure:

1. Collect a current Vehicle Scan Report and save it for your records.
2. Did DTC C1472-92 set in the Drivetrain Control Module (DTCM) only after updating the software in a module?
 - a. Yes>>> Proceed to Step 3.
 - b. No>>>Please contact Star for additional diagnostics.
3. Perform the following sleep cycle steps:
 - a. Turn the ignition off.
 - b. Close all doors, and place all keys 20 feet away from the vehicle.
 - c. Allow the vehicle to sit for at least 10 minutes.
 - d. Monitor the PRNDL lights to ensure they have turned completely off.
 - e. Turn the ignition on, and shift the vehicle out of park.

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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- f. Shift the vehicle back into park and repeat steps a-d.
 - g. Clear all DTCs and take the vehicle for a test drive to ensure the C1472 does not return.
4. Did C1472-92 reset?
- a. Yes>>> Closely inspect ground G910A for being loose, and repair as necessary. Please see (Figure 1.) for location. If no issues are found with G910A, please contact Star for further diagnostics.
 - b. No>>> No further action is required. Release the vehicle to the customer.



Figure 1.

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