



STAR ONLINE PUBLICATION



Case Number: S2208000168

Release Date: September 2022

Symptom/Vehicle Issue: Vehicle Will Not Shift Out of Park, Diagnostic Trouble Codes (DTCs) Invalid Data and Loss of Communications with the Electronic Shift Module (ESM) U11E3-00, U0103-00, U1267-00

Owner Complaint/Technician Observation: Owner complains the rotary shifter will not shift out of park. Technician observes the vehicle is setting DTC's U11E3-00-TCM Lost Communication with ESM on DPT CAN, U0103-00-Lost Communication with Electric Gear Shift Module, U1267-00-No Valid Data from ESM on CAN-C or CAN-DPT.

Discussion: If the owner has the above complaint, and the above DTCs are evident, do not attempt any further repairs. Engineering is currently working on software update for the ESM.

Follow the normal diagnostic procedures to clear DTCs, if the DTC's do not clear, remove fuse F94 in the PDC and reinstall to restore the shifter functions and allow the DTC's to be cleared, Fig 1 and 2. Service software updates are expected by early 4th quarter of 2022.

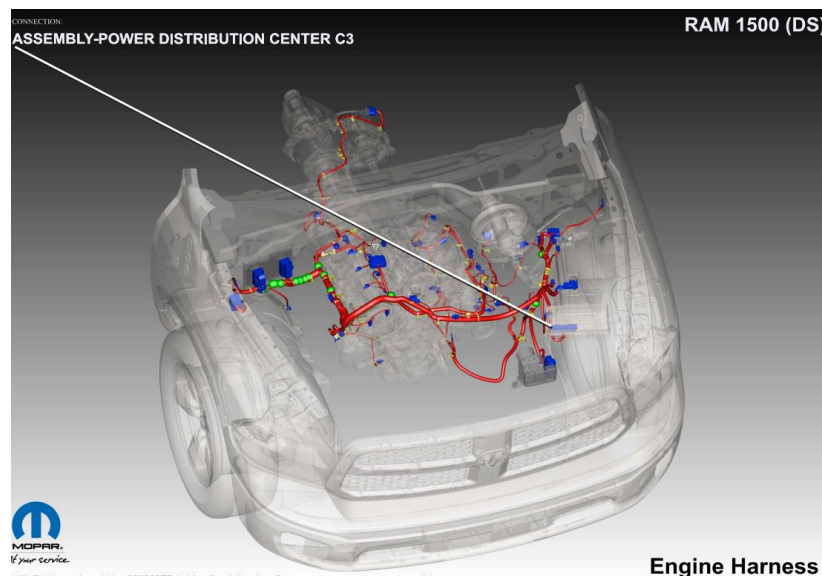


Fig 1

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, eCONTACT or Service Library entry if no solution is found.



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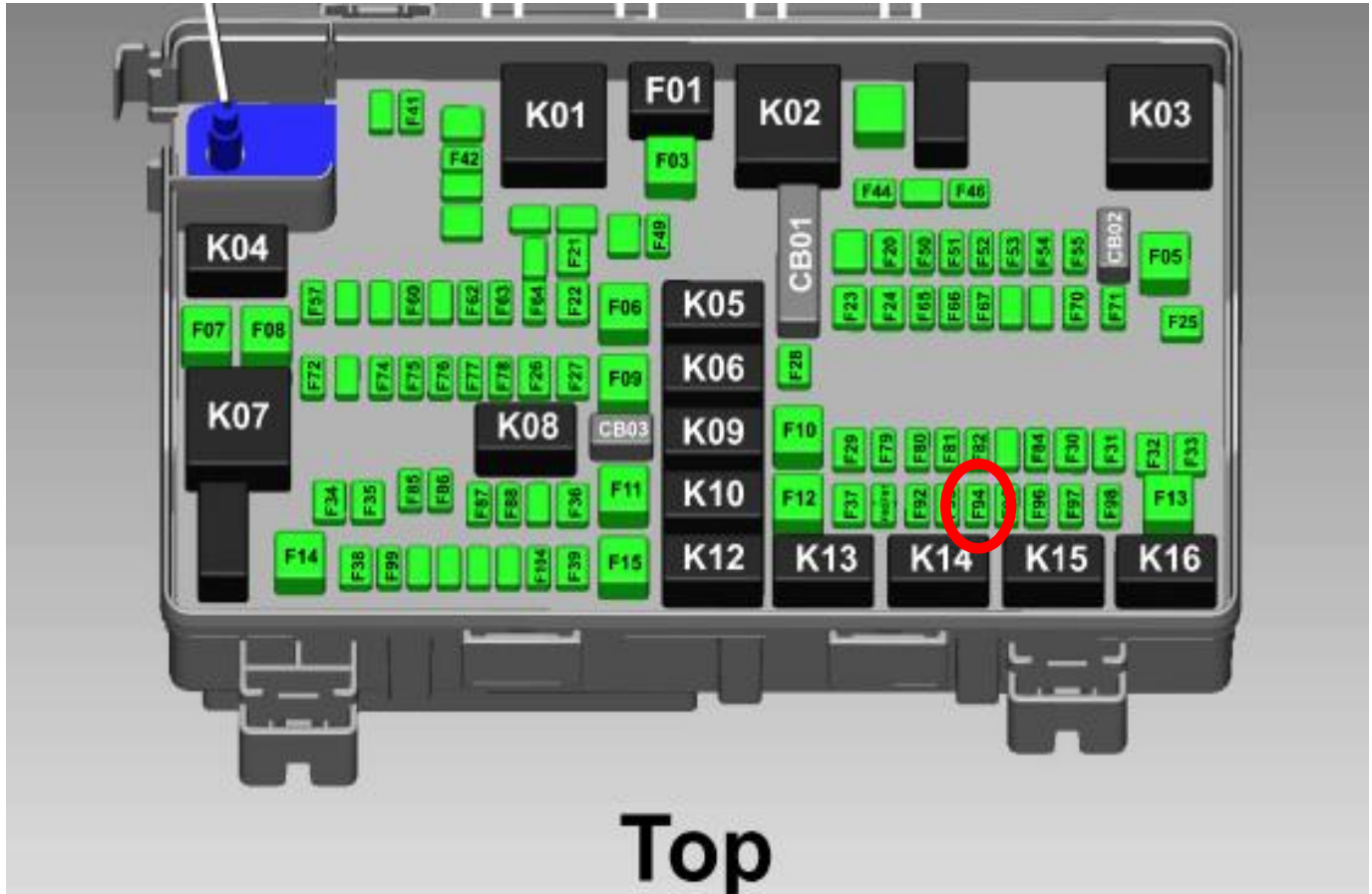


Fig 2

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