



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Customer complaint may include a Mil/check engine lamp on condition. Other driveability complaints may include, trans will not shift, stuck in gear, vehicle in limp mode, lack of power, vibration. Upon further investigation, a DTC for U0402 - Implausible Data Received From TCM may be set in the PCM.

Discussion: It is important to get as much detail from the customer as possible to attempt to duplicate the condition. Ambient temp, how long the vehicle was driven, towing, trans in tow/haul mode, accelerating, decelerating, braking should all be explored with the customer so driving conditions can be replicated as closely as possible to attempt to duplicate the condition.

Diagnosis:

- Erase the fault codes.
- Test drive the vehicle under the same conditions as best described by the customer.
- If the DTC comes back and tow/haul was on, erase the DTC again and re-drive with tow/haul off.
- If the DTC returns again, it is advised to perform the published diagnostic procedure for the DTC as written in Service Library.
- If the DTC does not come back on during the first drive or during the second drive with tow/haul off, return the vehicle to the customer. Hardware replacement at this time will not likely resolve the issue.
- Advise the customer to avoid using tow/haul mode at this time.

The root cause of the condition is under investigation by engineering.

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