



STAR ONLINE PUBLICATION



Case Number: S2208000093

Release Date: April 2022

Symptom/Vehicle Issue: Steering Wheel Electronic Vehicle Information Center (EVIC) Switches Do Not Operate, BCM Sets DTC **U1109-00 LOST COMMUNICATION WITH LIN STEERING WHEEL CONTROLS**

Technician Observation: Steering wheel switches do not function, BCM has set DTC **U1109-00 LOST COMMUNICATION WITH LIN STEERING WHEEL CONTROLS**. The condition was evident after a service repair to flash another module.

Discussion: Engineering is investigating conditions that appear during a module flash procedure where the steering wheel switches become stuck in the flash standby mode and do not reset to normal operation when the flash has completed.

Prior to any repairs, disconnect the main and aux battery for 2 minutes then reconnect the battery, clear DTC's, and confirm normal operation has returned. If normal operation **has not** returned, continue with normal diagnostics for any current DTC's.

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