



## STAR ONLINE PUBLICATION



**Case Number:** S2208000147

**Release Date:** December 2022

**Symptom/Vehicle Issue:** Vehicle Does Not Respond. wiTech Has Limited Or No Communication With The Vehicle. U0001-00 For CAN C Bus

**Diagnosis:** The vehicle may not respond to any inputs, including RKE and ignition switch. When attempting to access the vehicle to retrieve DTC's wiTech may be unable to identify the vehicle. If any communication is established, you may find U0001-00 CAN C bus.

Disconnect the battery, using an ohm meter check for a short to ground on the main CAN C bus. This is ideally done at one of the splice blocks. The DLC CAN circuits are not connected to the vehicles main CAN bus. Testing at the DLC will not yield accurate results.

If a short to ground on CAN C +/- is found. The short may be caused by a bolt pinching/crushing the wiring harness under the floor console near the ORC. Remove the floor console and inspect the wiring harness.

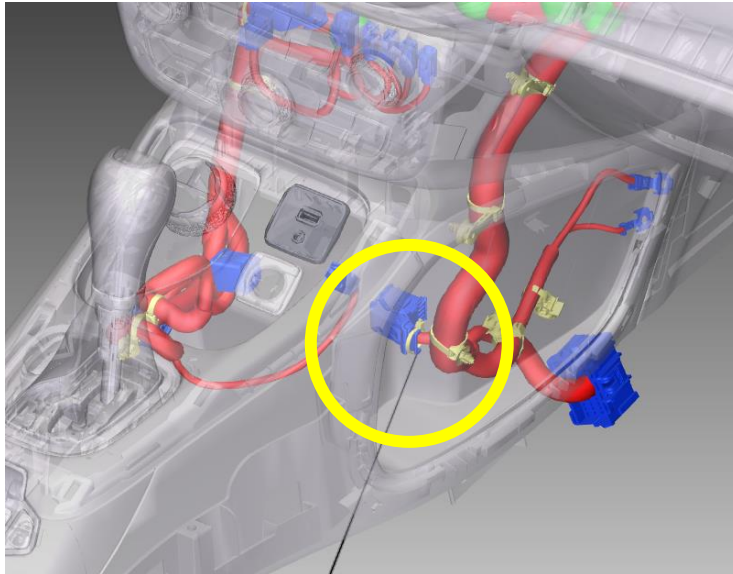
### Images On Second Page

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**



## STAR ONLINE PUBLICATION



**ORC Connector Under Floor Console**



**Wiring Harness Crushed Under Bolt**

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**



## STAR ONLINE PUBLICATION



**Repair Procedure:** Repair any damaged circuits using standard wiring repair practices. If necessary, replace the wiring harness.

**Verification:** Confirm that the short to ground no longer exists, communication with wiTech is established and vehicle operation is restored.

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**