

STAR ONLINE PUBLICATION

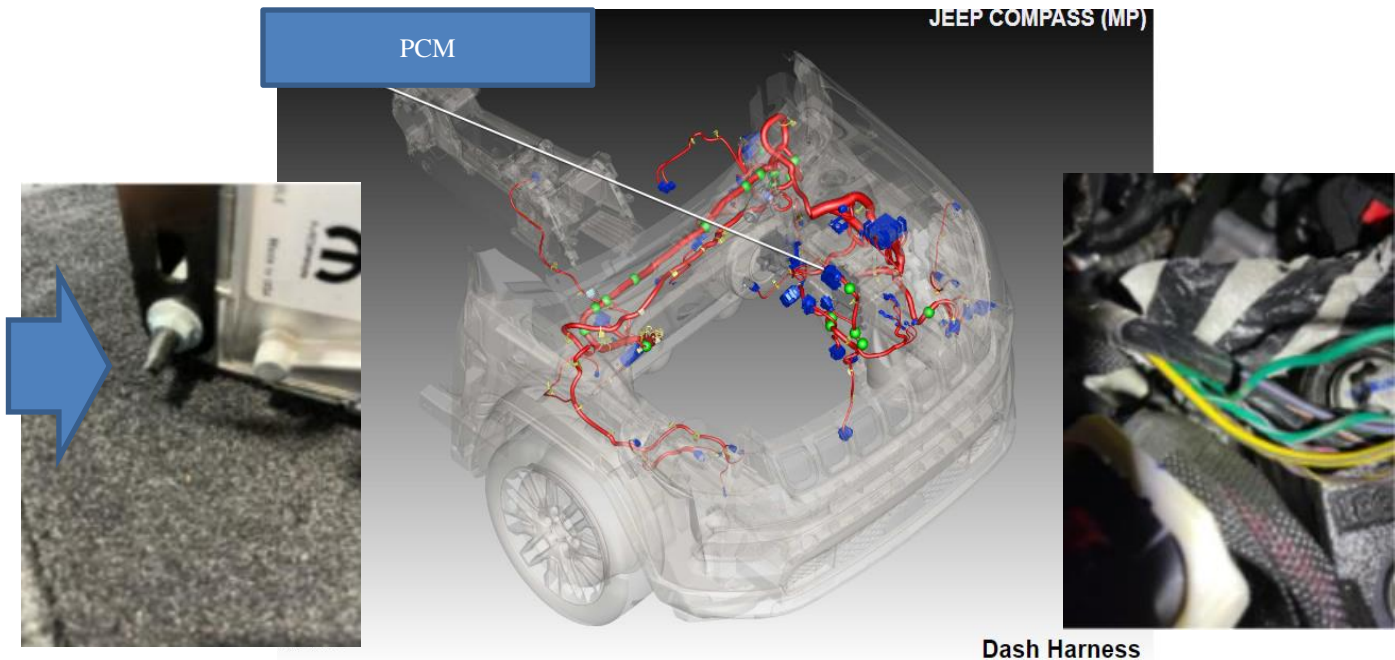
Case Number: S2308000096

Release Date: August 2023

Symptom/Vehicle Issue: CEL (Check Engine Lamp) Illuminated, Service 4wd Message

Customer Complaint/Technician Observation: Owners may complain of a check engine lamp that is on or a service 4wd message appearing on the cluster. The technician observed the Power Train Control Module (PCM) sets the Diagnostic Trouble Codes (DTC) P00EB Intake Air Temperature Sensor, and/or the Drive Train Control Module (DTCM) that is setting C2120-13 Motor Two Open or C2120-14 Motor Two Shorted.

Repair Procedure: Inspect the wire harness routing at the PCM lower mounting stud for any signs of contact. Repair any damaged circuits and isolate the harness no parts are needed.



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