



STAR ONLINE PUBLICATION



Case Number: S2308000144

Release Date: November 2023

Symptom/Vehicle Issue: Multiple Cluster Warning Lamps Flash on While Driving

Customer Complaint/Technician Observation: The customer complains multiple Instrument Panel Cluster (IPC) warning lamps come on at times while driving. The technician observed multiple loss of communication DTCs setting in most CAN C modules along with DTC U0002-00 CAN C Bus Off Performance.

Repair Procedure: If the condition is not active, use the scan tool Loss of Comm Test feature to test and duplicate the concern. Wiggle the harness and its connectors at the STAR connector behind the glove box to duplicate and to further isolate any loose or unseated connections at the STAR connector contributing to the concern. Replace the STAR connector as needed Fig 1, 2.

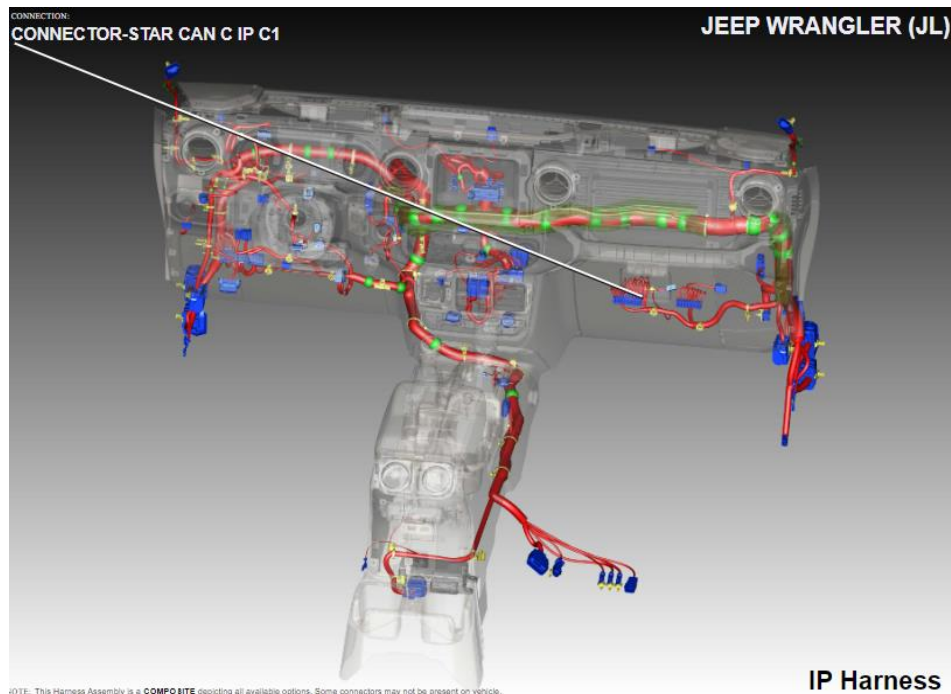


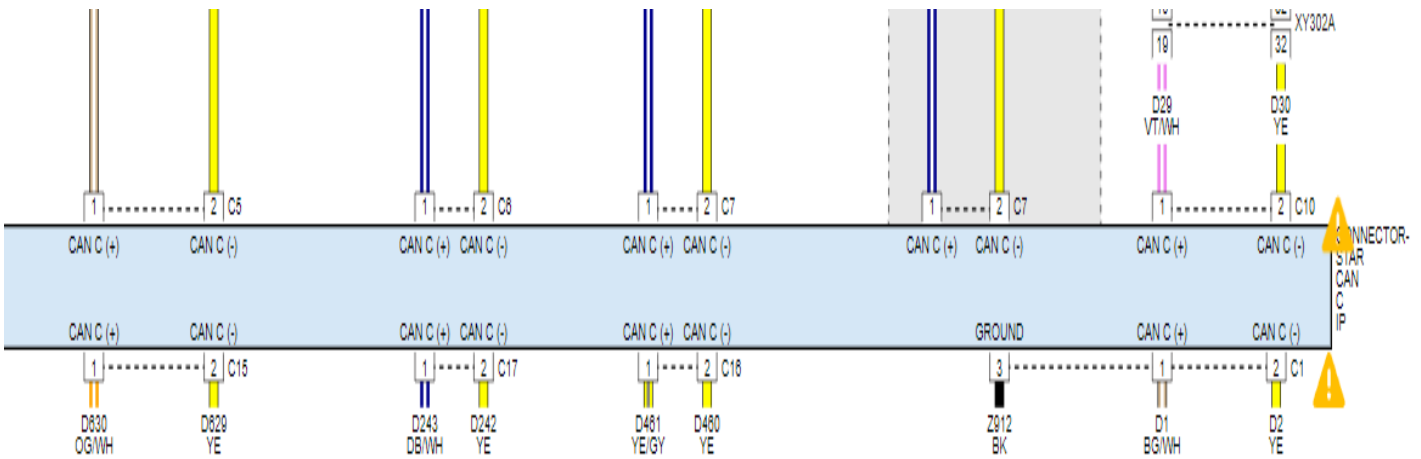
Fig 1

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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Scan Tool Loss of Comm Test

The screenshot shows a scan tool interface for vehicle 1C4HJXFG1MW650908. The 'Analysis' menu is open, showing 'Loss of Comm Test' with 1 alert. The test description states: 'The Loss of Comm Test demonstrates the responsiveness of ECUs. Note that ECUs which do not support the necessary protocols for execution of this test will be excluded.' There are controls for 'Show: All ECUs', 'Play Chime for No Responses', and a 'Start Test' button. A search bar is also present.

Star Connectors

13 pin 68230877AA

20 pin 68321746AA

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