



## STAR ONLINE PUBLICATION



**Case Number: S2408000087**

**Release Date:** August 2024

**Symptom/Vehicle Issue:** Shifter Binding Or "Service Shifter" Message On The Cluster. DTSs U11C3, U1069, U0074, U114C

**Discussion:** The customer may find they can not shift out of park, or the shifter binds at times. The "Service Shifter" message may be displayed in the cluster. This could be caused by a loose connector, improperly seated fuse, or a shorted circuit.

**Diagnosis:** Scan the vehicle for DTCs. If one or more of the following are set, proceed to Repair.

U11C3 - ESM Lost Communication With TCM on D-PT CAN

U1069 - High Speed FD-CAN10 Communication Bus

U0074 - Dedicated Powertrain (D-PT) CAN Bus Off

U114C - Lost comm with PRNDL Display

**Repair:** Perform the following checks.

1. Check the wiring connectors, make sure the wiring has no physical damage and there are no pins bent.
2. Check all fuses are properly seated
3. Disconnect and re connect the shifter
4. If the DTC is still present, erase it using the scan tool
5. If the issue is still present, replace the part.

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**



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**Verification:** After root cause is identified and repair is performed. Verify the shifter operates without binding, the DTC's clear, and the "Service Shifter" message no longer appears in the cluster.

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