



STAR ONLINE PUBLICATION



Case Number: S2508000066

Release Date: August 2025

Symptom/Vehicle Issue: Center Stack Unresponsive (HVAC Buttons, Temperature Buttons)

Customer Complaint/Technician Observation: The Customer complains that the Instrument Center Stack (ICS) buttons do not function. The technician observed Diagnostic Trouble Code (DTC), U11B8-00-LOST COMMUNICATION WITH THE (ICS). Some complaints associated with this DTC may be one of the following, switches flashing or odometer flashing, center stack unresponsive (HVAC buttons and or temperature buttons).

Repair Procedure: Vehicles that have the above conditions and the listed DTC, use the extended service diagnostics for the loss of communication with the ICS in Service Library (SL) prior to replacement of the ICS. Disconnect and reconnect the ICS to validate conditions of an unsecure connection were not contributing to the loss of communication. Use the below as a guide prior to replacement.

28 - DTC-Based Diagnostics / MODULE, Body Control (BCM) / Standard Procedure

COMMUNICATION DIAGNOSTIC PROCEDURE

Set Conditions:

- When CAN Bus communication between modules is not available, due to certain conditions or circuit fault(s).

DTCS RELATED TO BATTERY VOLTAGE, IGNITION, CONFIGURATION OR VIN MESSAGES
CAN BUS CIRCUITS OPEN OR SHORTED
VERIFY NO SOFTWARE UPDATES

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