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Case Number: S2523000088

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Symptom/Vehicle Issue: Vehicle Shifter Will Not Shift Out Of Park.

Customer Complaint/Technician Observation: Shifter will not move out of park while engine running. Technician may find diagnostic trouble code(s) (DTC) relating to the electronic shift module (ESM):

P1C8B-16 -BATTERY VOLTAGE - CIRCUIT VOLTAGE BELOW THRESHOLD
P1C8B-17 -BATTERY VOLTAGE - CIRCUIT VOLTAGE ABOVE THRESHOLD
P1C8C-16 -SYSTEM VOLTAGE-CIRCUIT VOLTAGE BELOW THRESHOLD
P1C8C-17 -SYSTEM VOLTAGE-CIRCUIT VOLTAGE ABOVE THRESHOLD
U1056-00 -HIGH SPEED FD-CAN3 COMMUNICATION BUS
U1057-00 -HIGH SPEED FD-CAN3 COMMUNICATION BUS PERFORMANCE
U106A-00 -HIGH SPEED FD-CAN10 COMMUNICATION BUS PERFORMANCE

Discussion: Prior to replacement of any parts for a shifter not moving complaint, review the below information.

1. Verify the customer complaint:
 - Is the shifter not moving with the engine running?
Yes- go to step 2.
No- this document does not apply, continue standard diagnostics.
2. Read DTC(s). Save a Vehicle Scan Report (VSR).

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.

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- Review environmental data from any DTC(s) set.
 - a. Look low voltage readings from the modules (including ESM).
 - b. If voltage is indicated to be low or lower than expected, test the battery(s) with the Mopar Maximus battery tester. Correct any voltage/battery issues before continuing to step 3.

<<< Note >>> The ESM will not shift from park if the voltage drops to 8 or below during a shifter position change. If there are DTC(s) set for voltage the ESM is not the cause of the shifter not coming out of park.

3. After saving a VSR, clear the DTC(s) set. Perform a test drive and attempt to duplicate the condition. Test drive should consist of 5 off/start engine ignition key cycles over 5 miles or less of driving with 5 events of bus sleep cycles (key off and cluster back lighting/radio time out).

Did the no shift with engine complaint duplicate?

Yes- Review and follow the DTC(s). Also follow diagnostics for any loss of communication codes if set.

No- Do not replace the ESM. Inspect pins at both the ESM and Transmission Control Module (TCM). Verify connections, power, ground and bus.

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