



## STAR ONLINE PUBLICATION



**Case Number:** S2623000001 REV. A

**Release Date:** August 2026

**Symptom/Vehicle Issue:** Rotary Shifter Lights Blinking, Shifter Not Moving, Not Going Into Gear.

### Models Affected:

2022 - 2025 Jeep Wagoneer (WS)

2021 - 2025 Jeep Grand Cherokee (WL)

2026 – Jeep Grand Cherokee (WL) - 850RE transmission only

### Discussion:

1. Verify customer complaint. If the vehicle doesn't shift from "park", the gear position lamp may flash due to failed engagement.
2. Review and record all DTCs. If electric shifter module (ESM) reports any of the following DTCs continue with the below information. Many of the ESM's analyzed after replacement exhibit no issues. This may indicate a connection or wiring issue may be the root cause and not the ESM:

U11C3-ESM LOST COMMUNICATION WITH TCM ON D-PT CAN  
U1069-HIGH SPEED FD-CAN10 COMMUNICATION BUS  
U0103-LOST COMMUNICATION WITH ELECTRIC GEAR SHIFT MODULE  
U0101-00-LOST COMMUNICATION WITH TCM  
U0402-00-IMPLAUSIBLE DATA RECEIVED FROM TCM  
U145D-00-IMPLAUSIBLE DATA RECEIVED FROM TCM ON D-PT  
U1056-00-HIGH SPEED FD-CAN3 COMMUNICATION BUS  
U0074-00-DEDICATED POWERTRAIN-D-PT-CAN BUS OFF  
U11E3-00-TCM LOST COMMUNICATION WITH ESM ON D-PT CAN

- a. Check Transmission Control Module (TCM) software, valve body, connectors, and CAN wiring; repair wiring/connectors as needed.  
TCM connectors/pins

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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ESM wiring harness  
ESM connectors/pins

- b. If any component fails, repair and confirm DTCs clear.

### 3. Check Environmental Data

- a) Look for similar issues in other modules or recent service at same mileage.  
Review any applicable Star Online Cases/Tech Tips.  
If service was done at same mileage, record and clear DTCs. If DTCs clear, don't replace shifter. If DTCs return, continue.

### 4. Check CAN Communication

If ESM CAN is faulty, replace shifter.  
If ESM CAN is fine, check TCM CAN and replace if needed.

## Additional Information:

Please consider that having a service shifter message on the cluster means there is an issue on the SYSTEM, several items need to be checked prior to replacing the shifter

1. The ESM (Electronic Shift Module) only communicates with the TCM and is fully controlled by it.
2. In non-combustion engines, the TCM is replaced by the PCM.
3. If a DTC initially stored in the ESM disappears and doesn't return, do not replace the ESM. A "Service Shifter" message may appear in such cases.
5. If DTCs U0074 or U11E3 are present, inspect the valve body first.

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