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Case Number: S2408000065

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Symptom/Vehicle Issue: Shifter Binding Or "Service Shifter" Message On The Cluster. DTSS U11E3, U0103, U1267 For Loss Of Communication With The Electronic Gear Shift Module

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.

- U11E3 - TCM Lost Communication with ESM on D-PT CAN
- U0103 - Loss Communication with Electric Gear Shift Module
- U1267 - No Valid Data Available from ESM on CAN-C or CAN D-PT

Repair: Perform the following checks.

1. Check the wiring connectors
2. Disconnect and re connect the shifter
3. If the DTC is still present, erase it using the scan tool
4. 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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