



STAR ONLINE PUBLICATION



Case Number: S2403000003

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Symptom/Vehicle Issue: Service 4WD Message Illuminated. Diagnostic Trouble Code (DTC) C2201-49 FDCM/FTCM Internal – Internal Electrical Failure, Set.

Discussion: Some customers may experience a Service 4WD message illuminated. Upon further inspection, the technician may find DTC C2201-49 set in the Drivetrain Control Module (DTCM). In addition, the technician may find multiple other loss of communication and low system voltage DTCs set in several other modules.

If the technician is working on a vehicle with the above condition, please follow the repair procedure below.

Repair Procedure:

NOTE: If DTC C2201-49 is the only DTC setting, but is stored, it may indicate other system issues not related to the DTCM may be present.

NOTE: System voltage or vehicle communication issues may cause DTC C2201-49 to set. All other system voltage and loss of communication DTCs must be addressed first before diagnosing C2201-49.

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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1. Using wiTECH, obtain a current Vehicle Scan Report. Note all the DTCs that are set in all modules. Is DTC C2201-49 set along with multiple other loss of communication or low system voltage DTCs setting in other modules?
 - a. Yes>>> Proceed to [Step 2](#).
 - b. NO>>> If DTC C2201-49 is the only DTC setting, this document no longer applies. Refer to normal published diagnostics only if DTC is active.
2. Repair all battery, communication, or electrical system DTCs first before proceeding.
3. Inspect for, and remove, any aftermarket accessories installed that may cause interruptions in system voltage or module communication.
4. Review all previous repair history on the vehicle for any repairs to battery, communication, or electrical system that may have tripped this DTC.
5. Using wiTECH, erase all DTCs.
6. Cycle the ignition off for at least 1 minute.
7. Using the environmental data recorded in the vehicle scan report, operate the vehicle in the conditions that set C2201-49. Did the DTC return active?
 - a. Yes>>> Proceed with normal diagnostics for the DTC.
 - b. No>>> No further repairs are necessary. Return the vehicle to the customer.

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