STAR ONLINE PUBLICATION

Case Number: **S1923000011**

Release Date: 02/04/2020

Symptom/Vehicle Issue: ESS Stop Start Disabled DTC B25C9 Driver Door Ajar Switch 2 Stuck Closed

Discussion:

NOTE>>> If DTC is active this Star Online does not apply, diagnose issue following diagnostics in service Library.

Review Service Bulletins 23-005-19 and 08-077-19 Rev B for applicability. If the service bulletin does not apply, DTC occurs during a start event and stored or unable to duplicate- Engineering is aware of this issue and investigating a service field update. Vehicles built after 7/19/19 will have a software update for B25C9 DTC.

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