

STAR ONLINE PUBLICATION

Case Number: S2008000105

Release Date: 07/18/2020

Symptom/Vehicle Issue: Remote Start Inoperative

Customer Complaint/Technician Observation: Customer complains the remote start function intermittently will not start the vehicle. Vehicle does honk once when the vehicle will not start with no messages displayed in the cluster. Technician has observed no DTC's setting in any modules and the remote start feature does not start the vehicle. Scan tool displays BCM remote start inhibit data for "Battery Voltage Low". Battery voltage has been tested and does not appear low.

Repair Procedure: Use the scan tool to view the BCM remote start inhibit data. If the BCM remote start inhibit data displays "Battery Voltage Low", inspect G921, G922 ground location. Clean and secure the cables to stud location, no parts required Fig 1, 2.

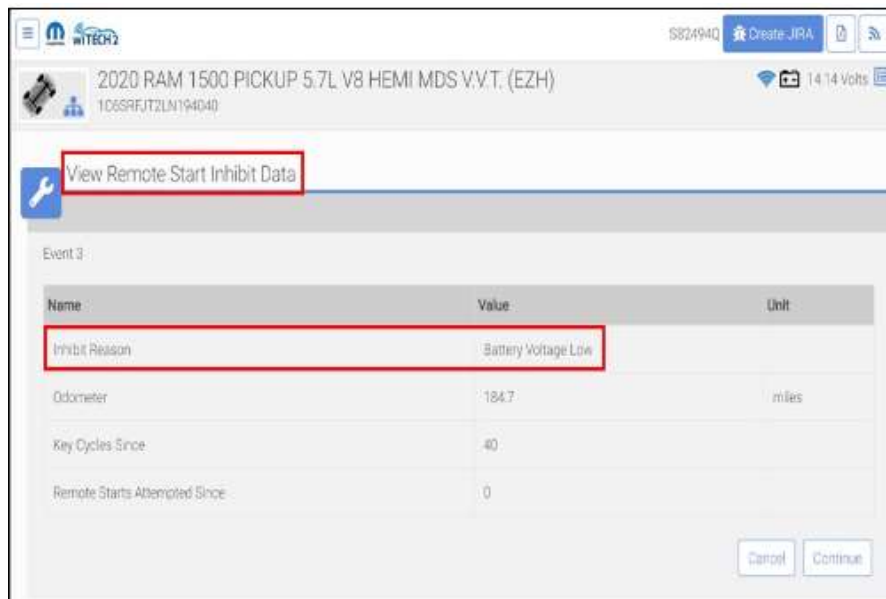


Fig 1

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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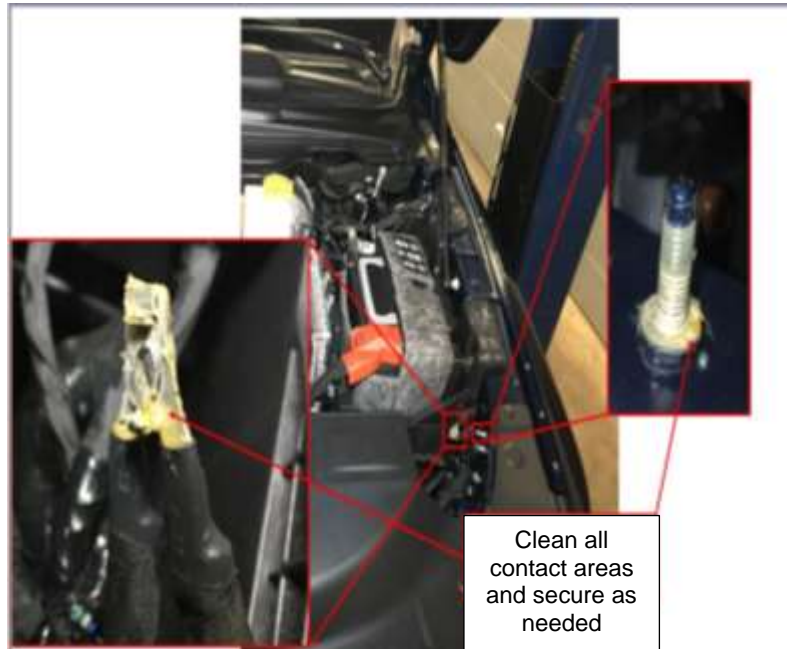


Fig 2

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