

## STAR ONLINE PUBLICATION

**Case Number:** S2008000128

**Release Date:** 08/26/2020

**Symptom/Vehicle Issue:** Hood Ajar Lamp On, ESS Inoperative, DTC P257E Engine Hood Switch Circuit Low

**Customer Complaint/ Technician Observation:** Owners complains after a recent vehicle service the hood ajar warning lamp is illuminated and the ESS (Electric Start Stop) system does not operate. Technician observed the vehicle is setting DTC, P257E-Engine Hood Switch Circuit Low

**Discussion:** Test the operation of the horn, if the horn does not function inspect the hood ajar connector and horn connector located at the latch assembly near the horn/hood latch. The two component connectors are similar in size and may be reversed during repairs. Re-connect the appropriate connector to the horn and ajar switch; test the operation to complete.



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**