









STAR ONLINE PUBLICATION

Case Number: S1921000007 REV. A.

Release Date: 09/29/2020

Symptom/Vehicle Issue: Engine Restarting On Stop/Start Event Without Releasing The Brake Pedal, EVIC Displays Shift To P Then Desired Gear, D on PRNDL Flashing

Customer complaint/ technician observation: The customer complaint may be the engine restarts without releasing the brake pedal. EVIC will display "Shift To Park Then Desired Gear" after every stop/start event. When this happens, the vehicle will go into Auto Park and the Drive light "D" on PRNDL will be displayed and keep blinking until shifting gear into Park.

Vehicles equipped with rotary shifter, the engine will restart and the shifter may autocorrect to Park without driver's input and the EVIC will read "Shifter Autocorrect Active".

This document pertains only to this concern and on vehicles that are not setting any DTC's. If a DTC's sets, follow the DTC trouble code diagnostics within the service diagnostic procedure and IGNORE this document.

This issue may appear on vehicles fitted with an 8-Speed Automatic 850RE Transmission [DFT] and ESS (Engine Stop/Start) feature [XHZ].

Diagnosis:

- Using scan tool select "Engine Stop/Start Status" located under the "OBDII Monitors" menu in the Analysis section of the left margin, in order to check the stop/start enabler's status. See fig 1
- 2) Make sure all the enablers values will turn into "True" status when the stop/start event happened. See fig 2
- 3) Put the vehicle on hoist with all wheels off the ground.
- 4) Accelerate up to 5mph.
- 5) Press and hold the start button to go to ACC mode, the engine should shut off.
- 6) Listen for a ratcheting sound under the vehicle. If a clicking/ratcheting sound is heard, apply brakes to stop wheels.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center 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 ECCI or eCONTACT ticket if no solution is found











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NOTE: This test procedure can be done maximum two times to check for the issue initially and then a maximum of two times after the Valve Body has been replaced.

Repair and Conclusions:

-Ratcheting/Clicking sound present - Park Lock solenoid has failed and cannot hold system out of park. (Replace Valve Body in accordance with the service information).

-Ratcheting/Clicking sound NOT present - Park Lock solenoid is functioning as intended and further vehicle diagnosis is required.

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Fig 1

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Fig 2

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