



Case Number: S2208000020

Release Date: January 2022

Symptom/Vehicle Issue: EV Mode Unavailable, Cluster Message Displayed Vehicle In Fuel And Oil Refresh Mode

Customer Complaint/Technician Observation: Owner complains the vehicle will not go into EV (Electric Vehicle) mode. Technician observed the message for refresh mode and the vehicle is not entering EV Mode.

Discussion:

FUEL AND OIL REFRESH MODE Since it is possible to operate this vehicle for extended periods of time without running the gas engine, the fuel within the vehicle's fuel tank can become stale or the engine oil's lubricating properties can be reduced without the normal engine operating temperatures.

To prevent engine and/or fuel system damage due to stale fuel, or lubrication, this vehicle is equipped with a Fuel and Oil Refresh Mode. The vehicle will automatically enter into the Fuel and Oil Refresh Mode to minimize these conditions. When operating in this mode, the gas engine will run to provide vehicle propulsion (electric only operation is inhibited). A message will be displayed in the instrument cluster whenever Fuel and Oil Refresh Mode is active.

The vehicle will automatically exit the Fuel and Oil Refresh Mode when conditions have been satisfied. If the vehicle enters Fuel and Oil Refresh Mode, due to fuel stale, the engine will run whenever the vehicle is operational (no electric only operation) until the low fuel level warning is activated. It is also possible to exit the Fuel and Oil Refresh Mode sooner by adding a minimum of four gallons of new fuel to the vehicle's fuel tank.

NOTE: If the vehicle enters Fuel and Oil Refresh Mode to maintain engine lubrication, adding fuel **will not exit** the mode sooner. If the vehicle enters Fuel and Oil Refresh Mode for lubrication properties, the engine may require accumulated engine run time from 20 minutes to 2 hours at max engine operating temperatures (best at speeds above 50 mph) whenever the vehicle is operational (no electric only operation). If the vehicle is shut down before conditions to exit the refresh mode have been satisfied, the engine may run for additional time on subsequent trips.

NOTE: Frequent short trips at low ambient temperature conditions are more likely to trigger the lubrication based mode. If the engine run time is not met in-between an oil change interval, changing the engine oil and resetting the service reminder is the recommended option.

DO NOT RESET THE OIL INDICATOR WITHOUT CHANGING THE OIL FOR THIS CONDITION.

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