

STAR ONLINE PUBLICATION

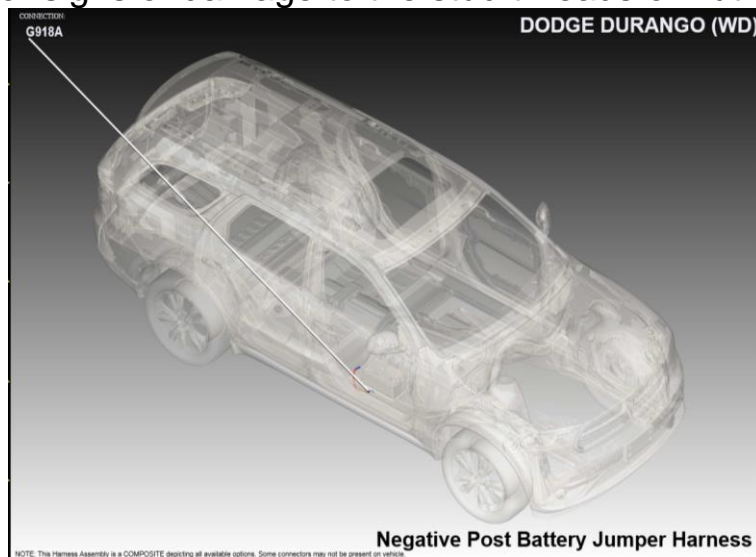
Case Number: S1708000055 – Rev. A

Release Date: 2/16/2021

Symptom/Vehicle Issue: Overcharging/Undercharging DTC's Interior And Exterior Lamps Flicker, Electronic Stop/Start (ESS) Operates Intermittently, Crank No Start, Vehicle Will Not Restart After ESS Stop

Diagnosis: Overcharging/Under charging DTC's exist. The interior and exterior lamps flicker. Electronic Start/Stop (ESS) does not work. Customer may notice a message on the dash display stating "Stop/Start Not Ready Battery Charging". The engine may start only two or three times. After that, when trying to start, the engine may crank once, but will not start.

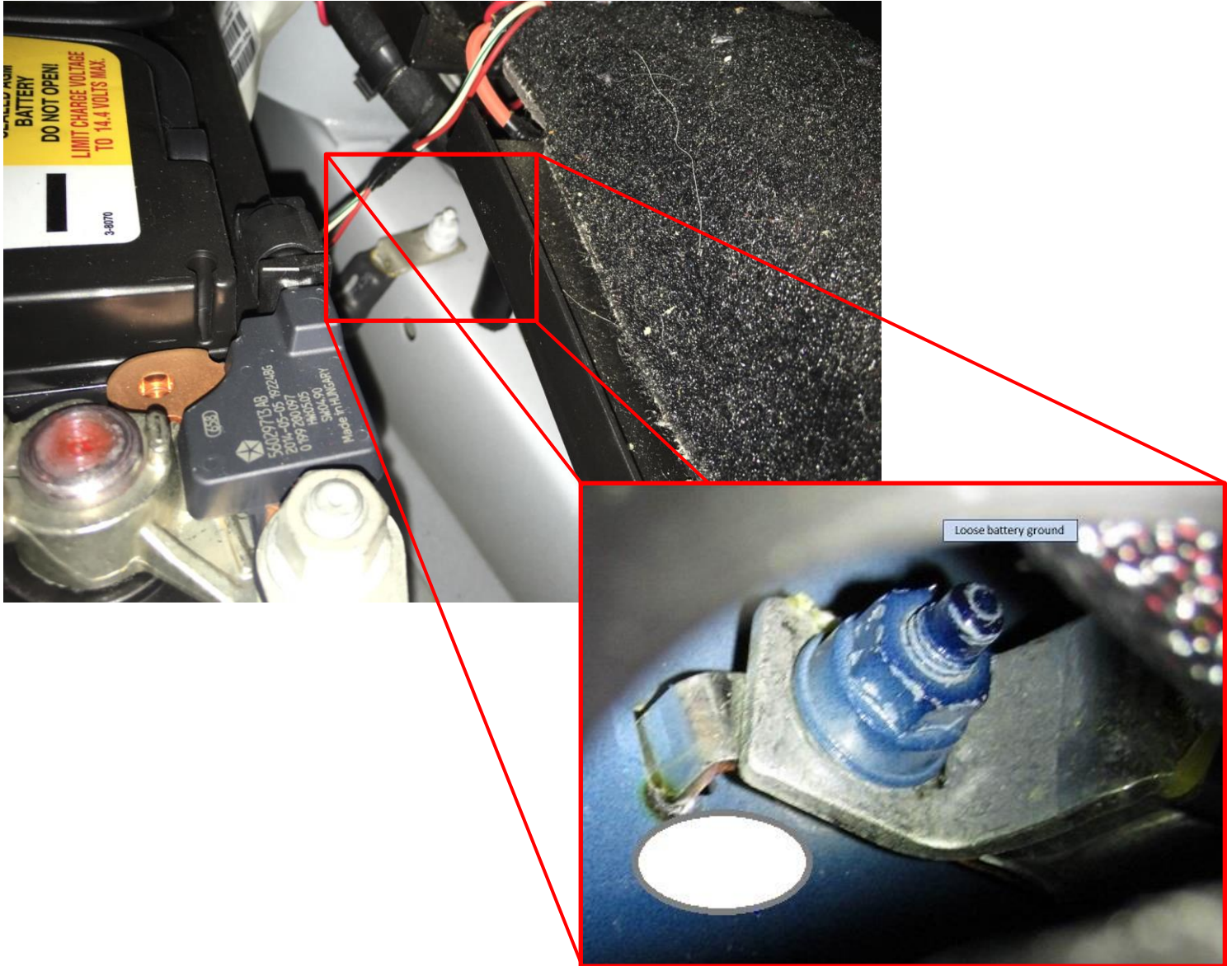
Repair Procedure: Check for a possible loose ground terminal at the G918A ground location in the battery compartment under the passenger seat. If the ground nut is found loose, check for signs of damage to the stud threads or nut. Repair as needed.



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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