



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: The Ignition State Does Not Change When The Start/Stop Button Is Pressed

Discussion: The customer may indicate that the ignition doesn't change to Acc, Run or Start when the Start/Stop button is pressed. This condition can occur when a door unlock and a door lock request are made within 120 msec of each other. This will trigger the BCM to arm the VTA and leave the doors unlocked. When the VTA is armed with a FOB inside the vehicle, the FOB will become disabled. The disabled FOB will not be able to advance the ignition switch state.

Repair: In the unlikely event that the customer creates this condition and the FOB becomes disabled. The customer can exit this state by pressing the "Unlock" button on the key fob. The Start/Stop switch should now operate normally and the ignition switch state can be changed to Acc, Run, and Start.

Replacement of the RFH or any other component will not remedy this concern. Corrected software is being investigated by engineering. Updated software is planned to be released in the beginning of the 4th quarter of 2021.

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