



STAR ONLINE PUBLICATION



Case Number: S2108000164 REV. B

Release Date: November 2021

Symptom/Vehicle Issue: Cannot Remove Vehicle From Shipping Mode, Using The New MDP Micro Pod May Take Multiple Attempts To Remove The Vehicle From Shipping Mode

Technician Observation: Dealer prep being performed and the dealer cannot remove the vehicle from logistics/shipping mode. The manual toggle feature may not display correctly until a successful MDP pod connection and view of the topology screen has been made.

Discussion: When the vehicle is first delivered to the dealership and comes off of the transport truck, the manual procedure to change the vehicle from Logistics mode to Customer mode is disabled. To enable the manual toggle feature, first connect the new blue MDP pod to the vehicle, then access the vehicle with wiTECH 2.0 (go to the topology view). Once the topology screen is entered it enables the tool logistics toggle feature allowing for the switching between Logistics/Shipping mode and Customer mode. Below is the manual process to switch to customer mode.

Note: Do not replace the BCM for this issue.

Place vehicle into Customer Mode	<ol style="list-style-type: none">1. Turn the ignition key on (No engine cranking or running required)2. Turn on the hazard lamp (a/k/a/ emergency flashers)3. Press the "Up Arrow" button on the steering wheel and hold for 5 seconds.4. Mode is switched from "Shipping Mode" to "Customer Mode" - the EVIC display will update.5. Turn off the hazard lamps
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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