



STAR ONLINE PUBLICATION



Case Number: S210800005

Release Date: 01/08/2020

Symptom/Vehicle Issue: Vehicle Engine Starts And Shuts Off After A Remote Start Request

Customer Complaint/Technician Observation: Owner complains that after the vehicle has been off for an extended period of time, (usually a complete engine cool down), upon a remote start request the vehicle will start remotely and then shut off. Technician observed the engine does remote start cold as described but does shut off immediately usually more evident on the first remote start request after a complete vehicle cool down/overnight.

Discussion: The above described condition has been identified and engineering is in process of proposed BCM update to correct. Inspection of the remote start inhibits does reflect the RPM is too high during this first start. No further repairs should be attempted at this time, a service update is being validated and expected for release by late first quarter of 2021.

Scan tool remote start inhibit.

Inhibition/Abort cause Remote Start abort 1

RPM Too High

Bussed Outputs

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