



## STAR ONLINE PUBLICATION



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**Case Number: S2124000011**

**Release Date: August 2021**

**Symptom/Vehicle Issue:** Customer indicates that the ESS functionality is not operational while using different functions of the HVAC system.

**Customer Complaint/Technician Observation:** While driving the vehicle the customer may see "**Stop Start not ready Cabin Cooling/Heating**" and the ESS will not activate.

**Discussion:** This is normal operation. Due to the demand of the customer's setting on the HVAC, ESS is designed to turn off in multiple different scenarios to ensure that the customer settings on the HVAC are achievable. If this condition is described explain the functionality of the vehicle to the customer and release the vehicle back to the customer. Do not attempt to fix or replace any parts for this, it will not change the operation of the vehicle.

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**