



## STAR ONLINE PUBLICATION



**Case Number:** S2108000199

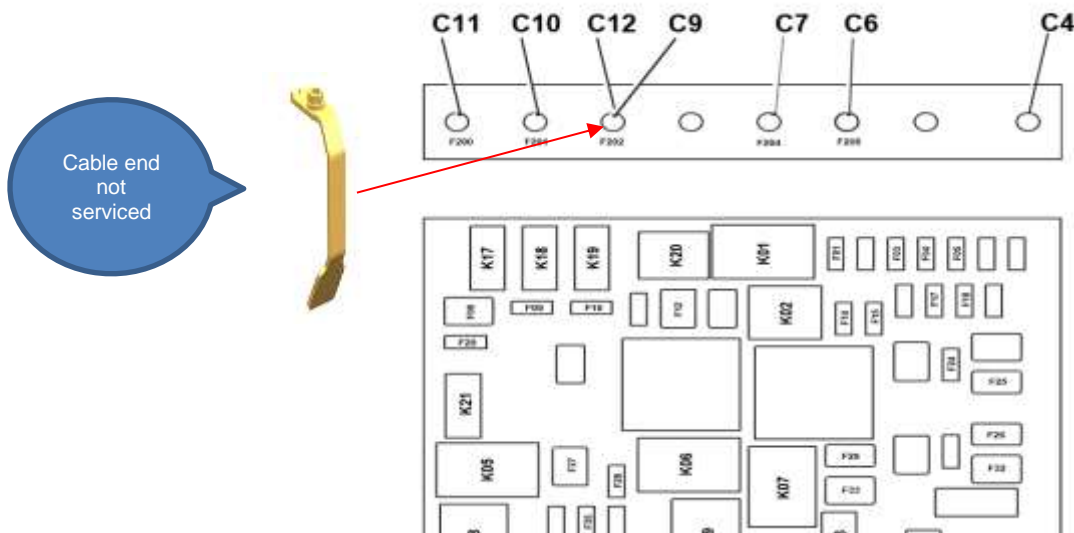
**Release Date:** August 2021

**Symptom/Vehicle Issue:** Check Engine Light (CEL), Start Stop Disabled, Vehicle Goes Into Limp In Mode

**Customer Complaint/Technician Observation:** Owner complains check engine warning lamp is on, start stop does not operate and or the vehicle goes into a reduced power limp mode. Technician observed the vehicle setting P0E33 DC/DC CONVERTER VOLTAGE SENSOR 1 LOW and or P1A20-00 BATTERY ENERGY CONTROL MODULE HYBRID BATTERY SYSTEM PRECHARGE TIME TOO LONG

**Repair Procedure:** Inspect the battery cable connection, F202 - 300amp fuse at the fuse array location to ensure it is secure; tighten as needed.

If the attachment nut and cable are secure, examine the cable to terminal end connection for any looseness peeling or separation that may be visible. Perform a voltage drop to ensure good connectivity of the welded terminal end to cable, cable ends are sonic welded connections and should not be serviced, order cable assembly 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**