



STAR ONLINE PUBLICATION



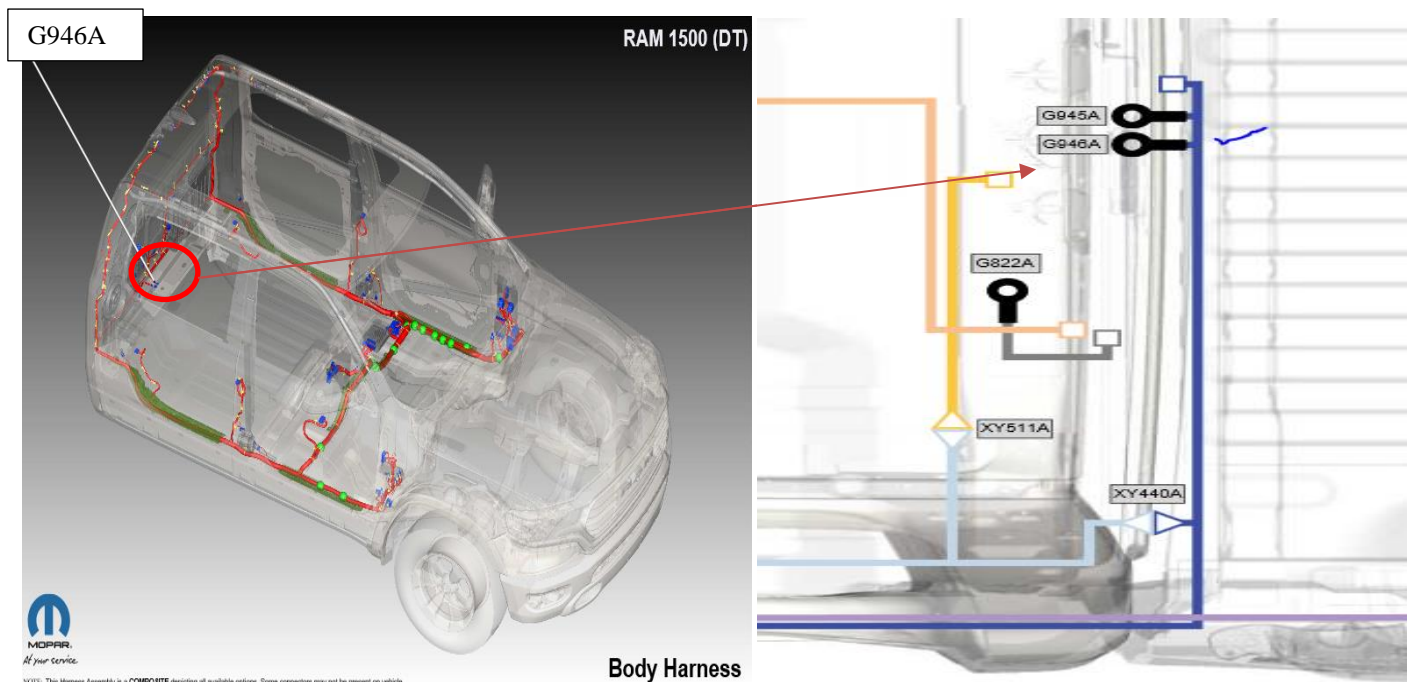
Case Number: S2108000104

Release Date: April 2021

Symptom/Vehicle Issue: No Start, On Stop Start Vehicles A MIL Lamp On With DTC P0A97 Combined With The No Start

Customer Complaint/Technician Observation: Owner complains that the vehicle is not starting. Technician observes RFHUB response issues and on vehicles with BSG (Belt Start Generator) system, no start combined with DTC P0A97-00-HYBRID/EV COOLING FAN 2 PERFORMANCE/STUCK OFF.

Repair Procedure: Inspect the G946A ground location, clean and secure the ground location as needed no parts required.



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