



STAR ONLINE PUBLICATION



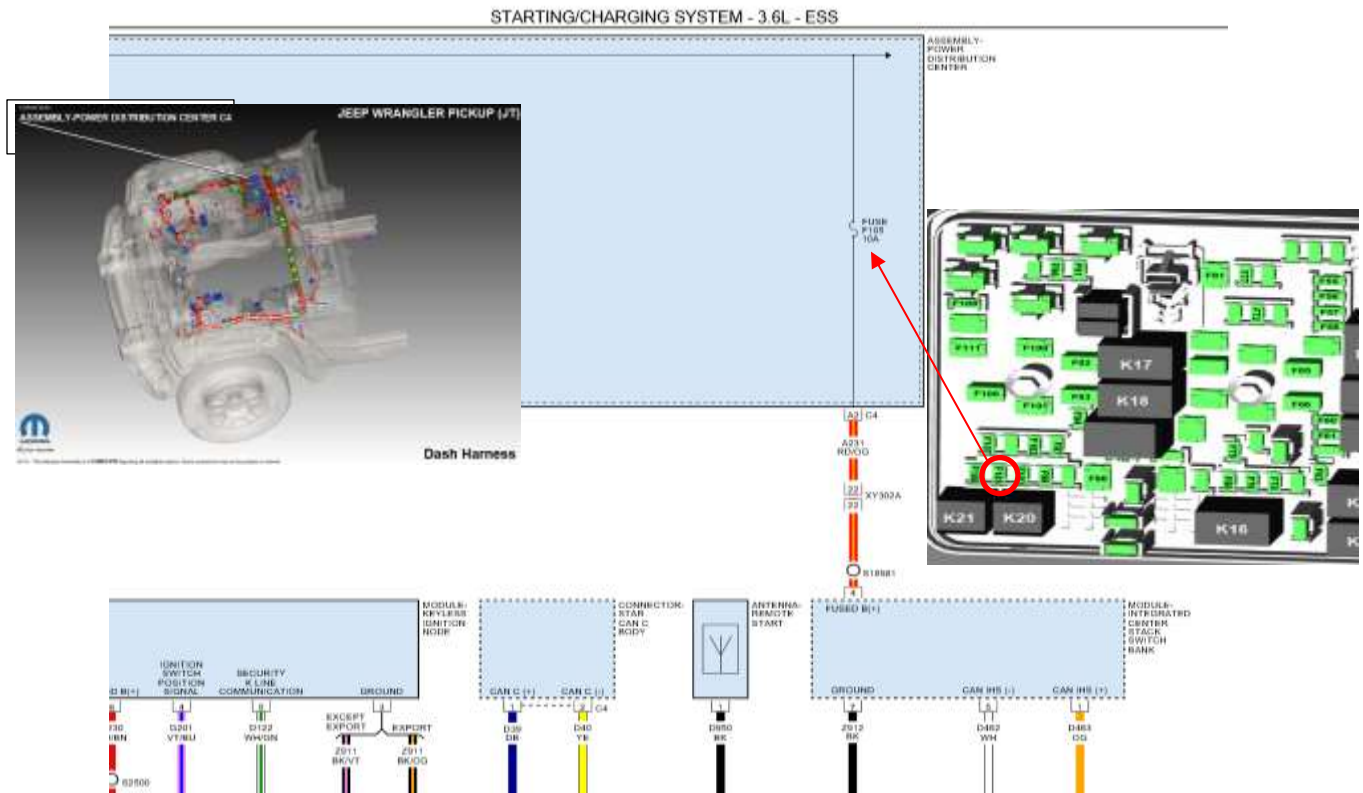
Case Number: S2108000153

Release Date: June 2021

Symptom/Vehicle Issue: Stop Start Inoperative, Cluster Message To Service Stop Start, AC Inoperative

Customer Complaint/Technician Observation: Owner complains of a cluster message for “Service Stop Start” and an AC system that is inoperative. Technician observed stored and intermittent active DTC’s B23BF, U0424, U11B8-00, U0164-00.

Repair Procedure: Verify PDC fuse F105 for the A931 circuit is secure. Remove and inspect the fuse and terminals to ensure terminals are secure to the fuse when installed; tighten the terminal tension within the PDC as needed. If the fuse is secure, perform voltage drops as needed on the A931 circuit from PDC to the ICS (Integrated Center Stack) prior to replacing any components.



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