



STAR ONLINE PUBLICATION



Case Number: S2108000164

Release Date: July 2021

Symptom/Vehicle Issue: Cannot Remove Vehicle From Shipping Mode, Using The New MDP It Takes Multiple Attempts To Remove

Technician Observation: Dealer prep being performed and the dealer cannot remove the vehicle from logistics/shipping mode.

Repair Procedure: If the MDP has been set up for the technicians use, and the vehicle will not come out of shipping mode when using the Witech and pod; the vehicle can be removed from shipping mode by using the manual process illustrated below. Current Witech/MDP updates are in process to resolve.

Place vehicle into Customer Mode	<ol style="list-style-type: none">1. Turn the ignition key on (No engine cranking or running required)2. Turn on the hazard lamp (a/k/a/ emergency flashers)3. Press the "Up Arrow" button on the steering wheel and hold for 5 seconds.4. Mode is switched from "Shipping Mode" to "Customer Mode" - the EVIC display will update.5. Turn off the hazard lamps
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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