STAR ONLINE PUBLICATION

Case Number: **S2208000056**

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Symptom/Vehicle Issue: Remote Start Aborts And ESS (Stop/Start) Becomes Unavailable. DTC B25C9

Discussion: When attempting to remote start the vehicle, the remote start aborts. After this occurs, the ESS (Stop/Start) becomes unavailable. Upon scanning the vehicle for DTC's you will find B25C9 in the PCM.

Diagnosis: Review all TSB's software updates and STAR Online cases related to B25C9. If these do not correct the concern, follow the diagnostics DTC flow chart for B25C9.

If your diagnosis is inconclusive, refrain from replacing any parts. Engineering is currently investigating the B25C9.

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