



## STAR ONLINE PUBLICATION



**Case Number:** S2209000005

**Release Date:** August 2022

**Symptom/Vehicle Issue:** Rolling ESS (engine stop/start) strategy.

**Customer Complaint/Technician Observation:** Customer complaint may include that the engine shuts down when coming to a stop before the vehicle actually becomes stationary. This occurs during a normal ESS event when ESS is active and ready. There are no fault codes or check engine lights associated with this event when the feature is working normally.

**Discussion:** This is a new feature introduced to minimize the jerk, due to inertia, that the driver feels when the engine shutdown occurs with the vehicle at a complete stop. There is also an additional fuel economy benefit.

This is considered normal operation.

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**