



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: EV Mode Unavailable, Cluster Message Displayed “Vehicle In Fuel And Oil Refresh Mode”

Customer Complaint/Technician Observation: Owner complains the vehicle will not go into EV (Electric Vehicle) mode. Technician observed the message for refresh mode and the vehicle is not entering EV Mode.

Discussion: FUEL AND OIL REFRESH MODE: Since it is possible to operate this vehicle for extended periods of time without running the gasoline engine, the engine oil’s lubricating properties can be reduced without the normal engine operating temperatures.

To prevent engine and/or fuel system damage, this vehicle is equipped with a Fuel and Oil Refresh Mode. The vehicle will automatically enter into the Fuel and Oil Refresh Mode to minimize these conditions. When operating in this mode, the gasoline engine will run to provide vehicle propulsion and “electric-only” operation is suspended. A message will be displayed in the instrument cluster whenever Fuel and Oil Refresh Mode is active. If the vehicle enters Fuel and Oil Refresh Mode, the engine may require accumulated engine run time from 20 minutes to 2 hours at max engine operating temperatures (best at speeds above 80 km/h) whenever the vehicle is operational (no “electric-only” operation). If the vehicle is shut down before conditions to exit the refresh mode have been satisfied, the engine may run for additional time on subsequent trips.

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



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NOTE: Frequent short trips in low ambient temperature conditions are more likely to trigger the Fuel and Oil Refresh Mode. If the engine run time is not met in between an oil change interval, the SW strategy will eventually require an engine oil change by activating an Oil Change reminder. In this case, an engine oil change and reset of the service reminder is mandatory. Adding fuel or topping up engine oil to try to remedy the condition instead is NOT recommended.

NOTE: To prevent the activation of the Fuel and Oil Refresh Mode, it is suggested, especially in cold ambient conditions, to activate the gasoline engine once a month (by activating Sport mode or “4WD”) and to drive up to 1 hour continuously.

DO NOT RESET THE OIL INDICATOR WITHOUT CHANGING THE OIL FOR THIS CONDITION.

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