



## STAR ONLINE PUBLICATION



**Case Number:** S2308000047

**Release Date:** April 2023

**Symptom/Vehicle Issue:** New Vehicles Come Off The Transport Unresponsive, Unable To Wake Up

**Discussion:** New vehicles may arrive at the dealer unresponsive. Unable to cycle the ignition on or start the engine. The vehicle may have entered a “Deep Sleep” when left without inputs in Logistics Mode for long periods of time.

**Repair:** In order to wake up the vehicle it is necessary to activate the hazards, honk the horn or perform an ECU reset of the BCM. Once the PDI is completed and the vehicle taken out of Logistics Mode and placed into Customer Mode. The vehicle will not be able to obtain “Deep Sleep” again.

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**