



STAR ONLINE PUBLICATION



Case Number: S2309000001

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Symptom/Vehicle Issue: Upon turning the vehicle on, vehicle propulsion system is inoperative.

Customer Complaint/Technician Observation: Customer's complaint may include a No Electric operation, and/or, No Crank/No Start condition of the gasoline engine.

Upon scan tool inspection, the DTCs P1C65-00-HYBRID PERF - ENGINE SPEED TARGET NOT ACHIEVED DURING AUTOSTART will be set in the HCP and P2884-ENGINE DISCONNECT CLUTCH STUCK OPEN will be set in the TCM.

Make sure to follow the published diagnostic routine for P1C65 first and be sure to pay particular attention to the steps for checking engine mechanical and transmission mechanical issues.

If there is any suspicion of an engine or transmission mechanical issue, isolate the engine from the transmission to confirm the mechanical root cause.

Discussion: When the two DTCs listed above are present together, system propulsion may be inhibited due to a mechanical issue with the gas engine or transmission. Be sure to complete the above process to ensure proper repair.

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