



## STAR ONLINE PUBLICATION



**Case Number:** S2308000078

**Release Date:** June 2023

**Symptom/Vehicle Issue:** Key Cannot Be Removed from Ignition Lock Cylinder

**Customer Complaint/Technician Observation:** Owner complains that at times they cannot remove the key from the ignition. Technician may or may not have been able to duplicate the complaint.

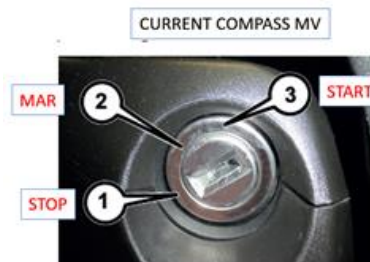
**Discussion:** When the ignition is turned off it is **recommended** the vehicle be in the PARK position. If the key is turned to the off position while the gear lever is in a position **other** than **Park**, or if the key is turned to the off position with the gear lever in **Park** and an attempt to remove the key is immediate (not waiting) 1.5 seconds, it may create a key locked condition.

### Correct Operation:

1. Put the gear lever in P (Parking) while the key is in MAR (ignition on).
2. Wait approximately 1.5 seconds, the Electronic Steering Lock (ESL) module doesn't give permission to unlock the ignition lock instantly.
3. Turn the key to STOP/OFF.
4. Remove the key.

If the engine is turned off with the gear lever in a position other than Park, move the gear lever to Park within 5 seconds of turning off the vehicle (key to STOP), continue with step 2-4.

“If the time delay and the steps described above are not followed, the ignition key is automatically blocked.” Turn the ignition to the “MAR” position and then to STOP, repeating the procedure described above. Do not replace parts for this concern, parts replacement without Diagnostic Trouble Codes(DTCs) or verified faults, will not be covered by warranty.



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**