



STAR ONLINE PUBLICATION



Case Number: S2308000085

Release Date: July 2023

Symptom/Vehicle Issue: Stop-Start Inoperative

Customer Complaint/Technician Observation: The owner complains the stop-start feature is not working with the stop-start warning lamp on. The technician observed Diagnostic Trouble Code (DTC) B25C9-10 Driver Door Ajar Switch 2 Stuck Closed was set.

Discussion: Do not replace any parts for this concern, engineering is currently investigating a service release update for this condition which is expected by the end of the 3rd quarter of 2023. The field will be notified upon its release, it is ok to clear the DTC and release the vehicle while awaiting the update.



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