



## STAR ONLINE PUBLICATION



**Case Number:** S2308000085 Rev. A

**Release Date:** August 2023

**Symptom/Vehicle Issue:** Stop-Start Inoperative

**Customer Complaint/Technician Observation:** The owner complains the stop-start feature is not working, the stop-start warning lamp is on. The technician observed the vehicle does set Diagnostic Trouble Code (DTC) B25C9 or B25BC for Driver Door Ajar Switch Stuck Closed.

**Discussion:** Do not replace any parts for this concern, engineering is currently investigating a Body Control Module (BCM) service release update for this condition which is expected by the end of the 3<sup>rd</sup> quarter of 2023. The field will be notified upon its release, the DTC can be cleared, and the vehicle can be released while waiting for 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**