



## STAR ONLINE PUBLICATION



**Case Number: S2318000013**

**Release Date: November 2023**

**Symptom/Vehicle Issue:** Gasoline engine will not crank. Vehicle will only operate in EV mode.

**Customer Complaint/Technician Observation:** This condition will likely only be experienced by a technician during New Vehicle Prep. A customer may experience this issue after prep ONLY if they allow the fuel tank to get very close to empty. It may be observed that the gasoline engine will not crank and that the vehicle will only operate in EV mode. Additionally, there may be a Red Turtle icon illuminated in the cluster. The vehicle, at this time, may be in “Run out of Gas (ROG)” mode.

**Discussion:** To verify that the vehicle is in ROG mode, connect the WiTech to the vehicle. Access the data section under the “HCP” menu and look for the following data:

- Start Not Commanded will be TRUE
- ECM Request Off will be TRUE

Additional info on ROG mode:

- ROG mode triggers when there is less than 3.36 gallons in the fuel tank.
- A fuel consumption timer starts when ROG mode enables.
- After 12 liters [3.12 gallons] of fuel is consumed, the engine will no longer be allowed to crank, and the vehicle will only be able to operate in EV mode.

**Repair:** If the above conditions are present, add 3.5 gallons of gasoline to the tank and cycle the key. Normal operation should resume.

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**