



## STAR ONLINE PUBLICATION



**Case Number:** S2308000152

**Release Date:** November 2023

**Symptom/Vehicle Issue:** Vehicle in an Accident, Fuel Shut Off, Vehicle Does not Start

**Technician Observation:** The owner was involved in an auto accident and the air bags deployed. Vehicle is not cranking and or starting. The Technician Observed the fuel is shut off even after the restraint system components have been replaced and the Occupant Restraint Controller (ORC) reset.

**Discussion:** Vehicles involved in an accident that trigger the Enhanced Accident Response will require a scan tool reset if the (Powertrain Control Module) PCM is not replaced. Use the wiTech to Clear The Engine Auto Restart Counter.

Enhanced Accident Response System Reset Procedure



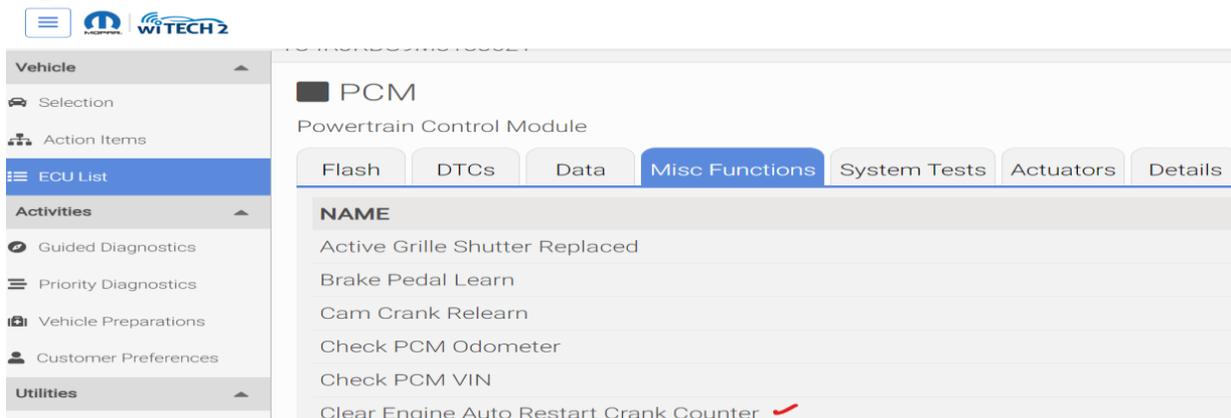
### Enhanced Accident Response System Reset Procedure

In order to reset the Enhanced Accident Response System functions after an event, the ignition switch must be changed from ignition START or ON/RUN to ignition OFF. Carefully check the vehicle for fuel leaks in the engine compartment and on the ground near the engine compartment and fuel tank before resetting the system and starting the engine.

After an accident, **if the vehicle will not start after performing the reset procedure**, the vehicle must be towed to an authorized dealer to be inspected and to have the Enhanced Accident Response System reset.

Parent topic: [Supplemental Restraint Systems \(SRS\)](#)

**Use the scan tool to access the vehicles Powertrain Control Module (PCM), Misc Folder, select Clear Engine Auto Restart Crank Counter.**



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**